

Transcript: Francesca

Baez-6014911368183808-4993100371247104

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? I'm doing pretty good. Um, just had a quick question. I'm about to fill out a benefits card. Um, am I able to add a, a, someone on it that's, that I'm not married to? Like we're together- What staffing company do... Oh, sorry. Excuse me? Yes, sir. I was asking what staffing company do you work with? PRC. PRC, okay. Um, yes, sir. Um, so if you want to add, my partner to your policy, you just need to fill out an affidavit and have it submitted along with your enrollment. Okay. Well, where do I, where do I get that? Um, yes, sir. I can send you a link to the email. What are the last four of your Social to locate your account? Yeah, uh, 6637. I haven't filled it out yet. I was just getting ready to 'cause I'm a new hire. Okay. What is the last name? Franklin. Can you please verify your mailing address and date of birth? Yeah, it's 2350 Stevens, with a V, Center Drive. Um, it's, uh, room number 432. Um, Duluth, Georgia. The zip code here is 30096. And what else did you need? Your date of birth. Yeah, April 2nd, 1970. All right, and it looks like the address we have is your old address. Yeah. Well, what, what do you have? Um... So with a verification process, I'm not able to advise you on what I have in front of you. That will defeat the purpose of verifying it. Okay. Do you think you might know which might be the old address that you provided to them? I think it, it's probably just Savoy Drive or Dunwoody Place, one of the two. I think. It's been a while since I worked for PRC. It would be the second one that you said, I think. Yeah, Dunwoody, Dunwoody Place. 4... I think it's, think it was 4000 Dunwoody Place, something like that. I don't remember the apartment number. No. 'Cause it is in Georgia, but it has a different street address. What about a Savoy Drive? No, sir. Hm. Well, I, I haven't worked for PRC in a while, so I, I don't really remember that one. But, uh, okay. Um, well, where I'm at now is 2350 Stevens Center Drive. Well, if you're unable to verify the address that they have on file, then I will need your full Social to verify the account. Okay. Okay. Um, 592-32-6637. So the address that we had on file is the 105 Front Place. Oh, okay. Yeah. That was in Marietta. Yep. Okay. But I'll go ahead and change it to the 2350 Stevens Center Drive? Yes. And then we have your email as vsciencedesign@gmail.com. Yeah, that's correct. And then the phone number shows to be the same one as your calling, 770-658-7533? Yes. All right. Bear with me one moment. I'm gonna go ahead and send you an email from our office email, which is info@benefitsinacard. Mm-hmm. And attached to that will be the document for the affidavit that you have to get filled out. Okay. And then you can either submit your enrollment via the form that you have or you can give us a call back, or wait for us to give you a call back once we do receive the affidavit filled out, and we can process that enrollment with you over the phone if you'd like instead. Okay. All right. Appreciate it. Of course. And then once you do submit the document itself for the affidavit, filled out and notarized, then it'll take 24 to 48 hours for the front office to process it, and we'll give you a call to help you with that enrollment. Oh, I have to get it notarized, too?

Yes, sir. Okay. Um, can I, like, fill out the enrollment and then go get it notarized, like, another day or something? 'Cause I don't think I'll be able to get it done today, not the notarizing part. But can I add- Uh, the only thing is... Sorry? Go ahead. I was gonna say, can I add... Is that something I can add on a little bit later? Yes, I was gonna say, 'cause we can process the enrollment for yourself, um, but for your s- Mm-hmm. ... your significant person, we'll have to wait for that affidavit to be processed before we can add them to the policy. That'll be the only thing. Okay. 'Cause right now you don't have a deadline yet. Once you do receive your first paycheck, you'll have 30 days after that first paycheck as a deadline. But as of right now, you don't have any deadlines currently. Okay. All right. Well, that sounds good. All right. I'll go ahead and put a note on your account in regards to it. And then whenever you're able to, you can go ahead and give us that call. I think, depending on the state, um, some banks might be able to notarize certain letters for you as well. Mm-hmm. So you are all set. I went ahead and sent that note into your account and I also sent you a email. Okay. All right. Well, thank you very much. Of course. Was there anything else that we can assist you with today? That's all I needed. All right. I hope you have a wonderful rest of your day, and thank you for your time today. Thank you. You too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: I'm doing pretty good. Um, just had a quick question. I'm about to fill out a benefits card. Um, am I able to add a, a, someone on it that's, that I'm not married to? Like we're together-

Speaker speaker_0: What staffing company do... Oh, sorry.

Speaker speaker_1: Excuse me?

Speaker speaker_0: Yes, sir. I was asking what staffing company do you work with?

Speaker speaker_1: PRC.

Speaker speaker_0: PRC, okay. Um, yes, sir. Um, so if you want to add, my partner to your policy, you just need to fill out an affidavit and have it submitted along with your enrollment.

Speaker speaker_1: Okay. Well, where do I, where do I get that?

Speaker speaker_0: Um, yes, sir. I can send you a link to the email. What are the last four of your Social to locate your account?

Speaker speaker_1: Yeah, uh, 6637. I haven't filled it out yet. I was just getting ready to 'cause I'm a new hire.

Speaker speaker_0: Okay. What is the last name?

Speaker speaker_1: Franklin.

Speaker speaker_0: Can you please verify your mailing address and date of birth?

Speaker speaker_1: Yeah, it's 2350 Stevens, with a V, Center Drive. Um, it's, uh, room number 432. Um, Duluth, Georgia. The zip code here is 30096. And what else did you need?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: Yeah, April 2nd, 1970.

Speaker speaker_0: All right, and it looks like the address we have is your old address.

Speaker speaker_1: Yeah. Well, what, what do you have? Um...

Speaker speaker_0: So with a verification process, I'm not able to advise you on what I have in front of you. That will defeat the purpose of verifying it.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you think you might know which might be the old address that you provided to them?

Speaker speaker_1: I think it, it's probably just Savoy Drive or Dunwoody Place, one of the two. I think. It's been a while since I worked for PRC.

Speaker speaker_0: It would be the second one that you said, I think.

Speaker speaker_1: Yeah, Dunwoody, Dunwoody Place. 4... I think it's, think it was 4000 Dunwoody Place, something like that. I don't remember the apartment number.

Speaker speaker_0: No. 'Cause it is in Georgia, but it has a different street address.

Speaker speaker_1: What about a Savoy Drive?

Speaker speaker_0: No, sir.

Speaker speaker_1: Hm. Well, I, I haven't worked for PRC in a while, so I, I don't really remember that one. But, uh, okay. Um, well, where I'm at now is 2350 Stevens Center Drive.

Speaker speaker_0: Well, if you're unable to verify the address that they have on file, then I will need your full Social to verify the account.

Speaker speaker_1: Okay. Okay. Um, 592-32-6637.

Speaker speaker_0: So the address that we had on file is the 105 Front Place.

Speaker speaker_1: Oh, okay. Yeah. That was in Marietta. Yep. Okay.

Speaker speaker_0: But I'll go ahead and change it to the 2350 Stevens Center Drive?

Speaker speaker_1: Yes.

Speaker speaker_0: And then we have your email as vsciencedesign@gmail.com.

Speaker speaker_1: Yeah, that's correct.

Speaker speaker_0: And then the phone number shows to be the same one as your calling, 770-658-7533?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Bear with me one moment. I'm gonna go ahead and send you an email from our office email, which is info@benefitsinacard.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And attached to that will be the document for the affidavit that you have to get filled out.

Speaker speaker_1: Okay.

Speaker speaker_0: And then you can either submit your enrollment via the form that you have or you can give us a call back, or wait for us to give you a call back once we do receive the affidavit filled out, and we can process that enrollment with you over the phone if you'd like instead.

Speaker speaker_1: Okay. All right. Appreciate it.

Speaker speaker_0: Of course. And then once you do submit the document itself for the affidavit, filled out and notarized, then it'll take 24 to 48 hours for the front office to process it, and we'll give you a call to help you with that enrollment.

Speaker speaker_1: Oh, I have to get it notarized, too?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Um, can I, like, fill out the enrollment and then go get it notarized, like, another day or something? 'Cause I don't think I'll be able to get it done today, not the notarizing part. But can I add-

Speaker speaker_0: Uh, the only thing is... Sorry?

Speaker speaker_1: Go ahead. I was gonna say, can I add... Is that something I can add on a little bit later?

Speaker speaker_0: Yes, I was gonna say, 'cause we can process the enrollment for yourself, um, but for your s-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... your significant person, we'll have to wait for that affidavit to be processed before we can add them to the policy. That'll be the only thing.

Speaker speaker_1: Okay.

Speaker speaker_0: 'Cause right now you don't have a deadline yet. Once you do receive your first paycheck, you'll have 30 days after that first paycheck as a deadline. But as of right now, you don't have any deadlines currently.

Speaker speaker_1: Okay. All right. Well, that sounds good.

Speaker speaker_0: All right. I'll go ahead and put a note on your account in regards to it. And then whenever you're able to, you can go ahead and give us that call. I think, depending on the state, um, some banks might be able to notarize certain letters for you as well.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So you are all set. I went ahead and sent that note into your account and I also sent you a email.

Speaker speaker_1: Okay. All right. Well, thank you very much.

Speaker speaker_0: Of course. Was there anything else that we can assist you with today?

Speaker speaker_1: That's all I needed.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: Thank you. You too. Bye.

Speaker speaker_0: Bye-bye.