

Transcript: Francesca

Baez-6092707156115456-5104310459482112

Full Transcript

Your call- Hello. ... may be monitored or recorded for quality assurance purposes. Oh, damn, fuck. Yes, hello, good morning. My name is Francesca of BenefitsNL card, looking to speak with Ms. Rami D-K-E. Uh, okay. Hi. Yes, sir. Good morning. We're the account administrators for the health benefits your staffing company, Workforce Strategy offers. We were calling regarding the request for vision, dental and life insurance for yourself and family. Due to the fact that we did not receive the children's information, only your spouse Cassandra's information- Well, I only wanted her as like my, um... like my uh, aaahhh... for the term life. Oh, like the beneficiary, the person that gets the- Yes. ... benefit amount? Yes, I'm sorry. It's okay. So you were actually only trying to have yourself covered? Yes. All right, bear with me one moment, I can fix that in the system then. Okay, so the coverage was supposed to be \$30.38 since it was supposed to be for yourself and spouse and family, but putting it just yourself will be \$12.62 per paycheck, so once you see the first deduction, following Mondays will be when your policy becomes active, and that following Friday of that same week will be when they send out the benefit cards. Okay. Okay, thank you. All right. Of course, and thank you so much for your time and taking my call today. Mm-hmm. You have a blessed day. Thank you, you too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Hello.

Speaker speaker_0: ... may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Oh, damn, fuck.

Speaker speaker_3: Yes, hello, good morning. My name is Francesca of BenefitsNL card, looking to speak with Ms. Rami D-K-E.

Speaker speaker_1: Uh, okay. Hi.

Speaker speaker_3: Yes, sir. Good morning. We're the account administrators for the health benefits your staffing company, Workforce Strategy offers. We were calling regarding the request for vision, dental and life insurance for yourself and family. Due to the fact that we did not receive the children's information, only your spouse Cassandra's information-

Speaker speaker_1: Well, I only wanted her as like my, um... like my uh, aaahhh... for the term life.

Speaker speaker_3: Oh, like the beneficiary, the person that gets the-

Speaker speaker_1: Yes.

Speaker speaker_3: ... benefit amount?

Speaker speaker_1: Yes, I'm sorry.

Speaker speaker_3: It's okay. So you were actually only trying to have yourself covered?

Speaker speaker_1: Yes.

Speaker speaker_3: All right, bear with me one moment, I can fix that in the system then. Okay, so the coverage was supposed to be \$30.38 since it was supposed to be for yourself and spouse and family, but putting it just yourself will be \$12.62 per paycheck, so once you see the first deduction, following Mondays will be when your policy becomes active, and that following Friday of that same week will be when they send out the benefit cards.

Speaker speaker_1: Okay. Okay, thank you.

Speaker speaker_3: All right. Of course, and thank you so much for your time and taking my call today.

Speaker speaker_1: Mm-hmm. You have a blessed day.

Speaker speaker_3: Thank you, you too. Bye-bye.

Speaker speaker_1: Bye.