

## Transcript: Francesca

**Baez-6254170693648384-5156535748476928**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in Accra. My name is Francesca. How can I assist you today? Hey, how are you doing? Uh, my name is Cleveland Neal. I had received a call from here not too long ago. Did you listen to the voice message they left, sir? Yes, I had listened to the voicemail. Yes, ma'am. It was telling me something about, um, my, I believe my insurance for like when I try to put family in. It said, it said they just switched the employer, but I have 30 days to switch it back to the family. Okay. And did you want to make changes to the policy? Uh, yeah. I want... I just wanted like 'cause I, 'cause I got children, so I just wanna, like, to try to have my kids insured. Sure thing, sir. We can go ahead and take a look. What staffing company do you work with? Ma'am? What staffing company do you work with? Um, actually, uh, I, uh, it's supposed to be BG, I believe, but I haven't received a phone call back from, um, I believe her name is Michelle. So I don't, I don't, I don't know if like I, I work there yet or what. But I can, I can- What is your staffing company? ... get that figured out for you and call you all in the morning and we can re-do that. We wouldn't be here in the morning. We're going to be closed due to the holidays. It's Thursday, Friday. We won't be back in the office till Monday. Um, but regardless, sir, with the staffing companies, the way that it works is you're actually able to put in your enrollment elections for insurance prior to you starting working. Yes, ma'am. That way their system can go ahead and process it once you do start working, and that's one step that you don't have to take once you start working with them. Yes, ma'am. Okay, yes, ma'am. What are the last four of your Social? 3418. Bye. And we said last name Neal? You said my last name Neal? N-E-A-L? Yes, ma'am. Could you please verify your mailing address and date of birth to make sure I'm in the right account? Um, 409 Ferris Drive, Apartment 1E and kshow1@icloud.com. Sure. Okay. And what is your date of birth? 02/02/2004. I have your best phone number to reach you, same number you called on, 931-463-4358. Yes, ma'am. Let's see. Okay. So you, the form that you had filled out on the 26th didn't have your dependent selection on that document. I'm not sure if the system didn't let you put them in, um, or if we were unable to. And then it shows that you had selected for family. Yes, ma'am, I did. So family will be yourself, children and a spouse. Were you looking to also add your spouse to the policy? One second. Mm-hmm. Uh, uh, she, she has insurance already. Okay, so this is going to be for yourself and the children then? Yes, ma'am. All right, bear with me one moment while I go ahead and make the selections. Okay, so you're looking at \$68.41 per paycheck once you start working. Do you authorize BGSF Staffing to make those deductions? I'm sorry, I couldn't hear you. Yes, sir. So the total, the policy for yourself and your children will be \$68.41 per paycheck. Do you authorize BGSF Staffing to make those deductions for you once you start working? Yes, ma'am. All right, and I hear you said we can go ahead with your first child. What is your first and last name? Serene, S-E-R-E-N-E. And her last name is

McGee. Okay. You said that was U-Y- U-Y- ... S-E-R-E-E? ... E-U-E. No. S-E-R-E-N-E. S-E-R-E-N-E? S-E-R-E-N-E. Yes, ma'am, Serene, and her last name is McGee. Could you spell McGee for me? I know it's spelt MC- G-E-E. G-E-E. Any chance you have her Social? Ma'am? Yes, do you have her Social by any chance? Uh, not on me. I would have to, I would have to get it from her mother, honestly. Okay. That's okay. I can go ahead and submit it without her Social. And what is her date of birth? Um, she was born 10-26-22. 10-26-22? Yes, ma'am. All right, and what will be the name of the next child? Marena, M-A-R-E-N-A. And her last name is also McGee. Okay, M-A- M-A- ... R-E-N-A. ... R-E-N-A. If, if, if one of you guys ain't going to get a... you don't have what's required here. Yeah, I would have to get it for my mother. Okay, and then what is your date of birth? Um, one second, one sec. That's okay. June 16th, 2024. June 16th, 2024. All right, and then are we missing anyone for her? Ma'am? Are we missing any other children? No, those are the only two. All right, so you are all set. The only thing that we would be missing is, who would you like to put down as the beneficiary for the life insurance? Yes, ma'am. Yes, sir. Who would you like to put down for the beneficiary of the life insurance? Who would I like to put down for the beneficiary? Yes, sir. It should say, it should, it should have said Malaysia McGhee. Okay, it was down as Kerina. Uh, uh, that, that probably was a mistake or something. Okay. Okay. It, it, it would be Malaysia, M-A- L-A. L-A- I-Y. Shut, shut your mouth. Shut... Hush. I got it, hush. M-A-L-A-I-Y S-H-A. All right. M-A-L-A-I-Y S-H-A? Yes, ma'am. And what is the last name? McGhee. And the relationship to you? Ma'am? Yes, her relationship to you? Spouse. All right, you are all finished for me. You have your dependents, your beneficiary and your spouse signed. Yes, ma'am. Thank you so much for giving us a call today. Do you have any other questions for me? No, ma'am. All right, thank you so much. I hope you got your new house, babe. You decide. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in Accra. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Hey, how are you doing? Uh, my name is Cleveland Neal. I had received a call from here not too long ago.

Speaker speaker\_1: Did you listen to the voice message they left, sir?

Speaker speaker\_2: Yes, I had listened to the voicemail. Yes, ma'am. It was telling me something about, um, my, I believe my insurance for like when I try to put family in. It said, it said they just switched the employer, but I have 30 days to switch it back to the family.

Speaker speaker\_1: Okay. And did you want to make changes to the policy?

Speaker speaker\_2: Uh, yeah. I want... I just wanted like 'cause I, 'cause I got children, so I just wanna, like, to try to have my kids insured.

Speaker speaker\_1: Sure thing, sir. We can go ahead and take a look. What staffing company do you work with?

Speaker speaker\_2: Ma'am?

Speaker speaker\_1: What staffing company do you work with?

Speaker speaker\_2: Um, actually, uh, I, uh, it's supposed to be BG, I believe, but I haven't received a phone call back from, um, I believe her name is Michelle. So I don't, I don't, I don't know if like I, I work there yet or what. But I can, I can-

Speaker speaker\_1: What is your staffing company?

Speaker speaker\_2: ... get that figured out for you and call you all in the morning and we can re-do that.

Speaker speaker\_1: We wouldn't be here in the morning. We're going to be closed due to the holidays. It's Thursday, Friday. We won't be back in the office till Monday. Um, but regardless, sir, with the staffing companies, the way that it works is you're actually able to put in your enrollment elections for insurance prior to you starting working.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: That way their system can go ahead and process it once you do start working, and that's one step that you don't have to take once you start working with them.

Speaker speaker\_2: Yes, ma'am. Okay, yes, ma'am.

Speaker speaker\_1: What are the last four of your Social?

Speaker speaker\_2: 3418. Bye.

Speaker speaker\_1: And we said last name Neal?

Speaker speaker\_2: You said my last name Neal?

Speaker speaker\_1: N-E-A-L?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Could you please verify your mailing address and date of birth to make sure I'm in the right account?

Speaker speaker\_2: Um, 409 Ferris Drive, Apartment 1E and kshow1@icloud.com. Sure.

Speaker speaker\_1: Okay. And what is your date of birth?

Speaker speaker\_2: 02/02/2004.

Speaker speaker\_1: I have your best phone number to reach you, same number you called on, 931-463-4358.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Let's see. Okay. So you, the form that you had filled out on the 26th didn't have your dependent selection on that document. I'm not sure if the system didn't let you put them in, um, or if we were unable to. And then it shows that you had selected for family.

Speaker speaker\_2: Yes, ma'am, I did.

Speaker speaker\_1: So family will be yourself, children and a spouse. Were you looking to also add your spouse to the policy?

Speaker speaker\_2: One second.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Uh, uh, she, she has insurance already.

Speaker speaker\_1: Okay, so this is going to be for yourself and the children then?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All right, bear with me one moment while I go ahead and make the selections. Okay, so you're looking at \$68.41 per paycheck once you start working. Do you authorize BGSF Staffing to make those deductions?

Speaker speaker\_2: I'm sorry, I couldn't hear you.

Speaker speaker\_1: Yes, sir. So the total, the policy for yourself and your children will be \$68.41 per paycheck. Do you authorize BGSF Staffing to make those deductions for you once you start working?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All right, and I hear you said we can go ahead with your first child. What is your first and last name?

Speaker speaker\_2: Serene, S-E-R-E-N-E. And her last name is McGee.

Speaker speaker\_1: Okay. You said that was U-Y-

Speaker speaker\_2: U-Y-

Speaker speaker\_1: ... S-E-R-E-E?

Speaker speaker\_2: ... E-U-E. No. S-E-R-E-N-E.

Speaker speaker\_1: S-E-R-E-N-E?

Speaker speaker\_2: S-E-R-E-N-E. Yes, ma'am, Serene, and her last name is McGee.

Speaker speaker\_1: Could you spell McGee for me? I know it's spelt MC-

Speaker speaker\_2: G-E-E.

Speaker speaker\_1: G-E-E. Any chance you have her Social?

Speaker speaker\_2: Ma'am?

Speaker speaker\_1: Yes, do you have her Social by any chance?

Speaker speaker\_2: Uh, not on me. I would have to, I would have to get it from her mother, honestly.

Speaker speaker\_1: Okay. That's okay. I can go ahead and submit it without her Social. And what is her date of birth?

Speaker speaker\_2: Um, she was born 10-26-22.

Speaker speaker\_1: 10-26-22?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All right, and what will be the name of the next child?

Speaker speaker\_2: Marena, M-A-R-E-N-A. And her last name is also McGee.

Speaker speaker\_1: Okay, M-A-

Speaker speaker\_2: M-A-

Speaker speaker\_1: ... R-E-N-A.

Speaker speaker\_2: ... R-E-N-A.

Speaker speaker\_1: If, if, if one of you guys ain't going to get a... you don't have what's required here.

Speaker speaker\_3: Yeah, I would have to get it for my mother.

Speaker speaker\_1: Okay, and then what is your date of birth?

Speaker speaker\_3: Um, one second, one sec.

Speaker speaker\_1: That's okay.

Speaker speaker\_3: June 16th, 2024.

Speaker speaker\_1: June 16th, 2024. All right, and then are we missing anyone for her?

Speaker speaker\_3: Ma'am?

Speaker speaker\_1: Are we missing any other children?

Speaker speaker\_3: No, those are the only two.

Speaker speaker\_1: All right, so you are all set. The only thing that we would be missing is, who would you like to put down as the beneficiary for the life insurance?

Speaker speaker\_3: Yes, ma'am.

Speaker speaker\_1: Yes, sir. Who would you like to put down for the beneficiary of the life insurance?

Speaker speaker\_3: Who would I like to put down for the beneficiary?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_3: It should say, it should, it should have said Malaysia McGhee.

Speaker speaker\_1: Okay, it was down as Kerina.

Speaker speaker\_3: Uh, uh, that, that probably was a mistake or something.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_3: It, it, it would be Malaysia, M-A-

Speaker speaker\_4: L-A.

Speaker speaker\_3: L-A-

Speaker speaker\_4: I-Y.

Speaker speaker\_3: Shut, shut your mouth. Shut... Hush. I got it, hush. M-A-L-A-I-Y S-H-A.

Speaker speaker\_1: All right. M-A-L-A-I-Y S-H-A?

Speaker speaker\_3: Yes, ma'am.

Speaker speaker\_1: And what is the last name?

Speaker speaker\_3: McGhee.

Speaker speaker\_1: And the relationship to you?

Speaker speaker\_3: Ma'am?

Speaker speaker\_1: Yes, her relationship to you?

Speaker speaker\_3: Spouse.

Speaker speaker\_1: All right, you are all finished for me. You have your dependents, your beneficiary and your spouse signed.

Speaker speaker\_3: Yes, ma'am.

Speaker speaker\_1: Thank you so much for giving us a call today. Do you have any other questions for me?

Speaker speaker\_3: No, ma'am.

Speaker speaker\_1: All right, thank you so much. I hope you got your new house, babe.

Speaker speaker\_3: You decide.

Speaker speaker\_1: Thank you. Bye-bye.