

Transcript: Francesca

Baez-6339280937369600-5696595452968960

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-0-K. My name is Francesca. How can I assist you today? Uh, yes, I was calling to see if my, my benefits have been activated. What staffing company do you work with? Partners Per- uh, Partners Personal. And what are the last four of your Social? 3081. Last name, please? Watley. And for security purposes, could you please verify your mailing address and date of birth for me? 4077 Sandy Branch, uh, Buford, Georgia, 30519, June 24th, 1997. We have the best phone number to reach you down as 469-781-3760? Yes. Only have your email down as first initial, last name, fourteen@gmail.com? Yes. Let's see. Okay. So your benefits are not yet active. They won't be active until 29th. Bear with me one moment. So more than likely, it will be at some point next week. Partners Personal- Could be. ... is one of the few... Yes, sir, it could be, either next week or the following, either the 18th or the 25th it should be, um, mainly because Partners Personal is one of the few staffing companies that actually make the deduction two weeks in advance from when your benefits are gonna be activated. I do see here that we processed that enrollment on the 29th, um, roughly two weeks ago. So since they're not active this week, it should either be during the week of the 18th or the 25th if there is no issue pulling the deduction out already. If you have already seen the deduction, then it will be for sure either Monday 18 or Monday 25th that you will become active. And then once they go ahead and process the payment on our system, that's when the money gets sent over to the carriers to make your accounts and information, like policy information as well. So by Friday of that Monday will be when they deliver the benefit cards. Okay. Uh, all right. All right. Um, and then... Is it too late to change the address? Go ahead. I'm sorry? Is it too late to change my address before the cards get delivered? Uh, no, I don't believe so 'cause the policy itself hasn't been activated. So You still have plenty of time 'cause that Friday is when they send them out. Which mailing address did you want to have on file, um, aside from the 4077 Sandy Branch Drive? 'Cause once I put a new one, I have to take that one off. Uh, 203 Oak Circle. I'm sorry, what circle? Oak. Oak. 8K. Oak Circle? Yes. And is it the same CD state and ZIP Code? No, it's, uh, Stockbridge, Georgia. And what is the ZIP Code? 30281. 30281? Mm-hmm. All right, and then just verifying it. 203 Oak Circle North, Stockenbridge, I mean, Stockbridge, Georgia, 30281? Yes. All right. And there is no unit or apartment number, correct? No. All right, so I have updated the information. Was there anything else aside from that that you would like to associate with today? No. Thank you. I'm sorry? I said, no, thank you. Understood. Okay. Um, lastly, one, before I leave you- Yeah. ... if you do need your benefit card sooner, um, than when they will get to the house after they're shipped out on Friday, you can give us a call back Thursday, Friday. Usually, we have access to the digital copy and we can send them to your email. Okay. All right. Have a wonderful rest of your day, and thank you for your time today. Yeah.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 10-0-K. My name is Francesca. How can I assist you today?

Speaker speaker_2: Uh, yes, I was calling to see if my, my benefits have been activated.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Partners Per- uh, Partners Personal.

Speaker speaker_1: And what are the last four of your Social?

Speaker speaker_2: 3081.

Speaker speaker_1: Last name, please?

Speaker speaker_2: Watley.

Speaker speaker_1: And for security purposes, could you please verify your mailing address and date of birth for me?

Speaker speaker_2: 4077 Sandy Branch, uh, Buford, Georgia, 30519, June 24th, 1997.

Speaker speaker_1: We have the best phone number to reach you down as 469-781-3760?

Speaker speaker_2: Yes.

Speaker speaker_1: Only have your email down as first initial, last name, fourteen@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Let's see. Okay. So your benefits are not yet active. They won't be active until 29th. Bear with me one moment. So more than likely, it will be at some point next week. Partners Personal-

Speaker speaker_2: Could be.

Speaker speaker_1: ... is one of the few... Yes, sir, it could be, either next week or the following, either the 18th or the 25th it should be, um, mainly because Partners Personal is one of the few staffing companies that actually make the deduction two weeks in advance from when your benefits are gonna be activated. I do see here that we processed that enrollment on the 29th, um, roughly two weeks ago. So since they're not active this week, it should either be during the week of the 18th or the 25th if there is no issue pulling the deduction out already. If you have already seen the deduction, then it will be for sure either Monday 18 or Monday 25th that you will become active. And then once they go ahead and process the payment on our system, that's when the money gets sent over to the carriers to

make your accounts and information, like policy information as well. So by Friday of that Monday will be when they deliver the benefit cards.

Speaker speaker_2: Okay. Uh, all right.

Speaker speaker_1: All right. Um, and then...

Speaker speaker_2: Is it too late to change the address?

Speaker speaker_1: Go ahead. I'm sorry?

Speaker speaker_2: Is it too late to change my address before the cards get delivered?

Speaker speaker_1: Uh, no, I don't believe so 'cause the policy itself hasn't been activated. So You still have plenty of time 'cause that Friday is when they send them out. Which mailing address did you want to have on file, um, aside from the 4077 Sandy Branch Drive? 'Cause once I put a new one, I have to take that one off.

Speaker speaker_2: Uh, 203 Oak Circle.

Speaker speaker_1: I'm sorry, what circle?

Speaker speaker_2: Oak. Oak. 8K.

Speaker speaker_1: Oak Circle?

Speaker speaker_2: Yes.

Speaker speaker_1: And is it the same CD state and ZIP Code?

Speaker speaker_2: No, it's, uh, Stockbridge, Georgia.

Speaker speaker_1: And what is the ZIP Code?

Speaker speaker_2: 30281.

Speaker speaker_1: 30281?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All right, and then just verifying it. 203 Oak Circle North, Stockenbridge, I mean, Stockbridge, Georgia, 30281?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. And there is no unit or apartment number, correct?

Speaker speaker_2: No.

Speaker speaker_1: All right, so I have updated the information. Was there anything else aside from that that you would like to associate with today?

Speaker speaker_2: No. Thank you.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: I said, no, thank you.

Speaker speaker_1: Understood.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, lastly, one, before I leave you-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... if you do need your benefit card sooner, um, than when they will get to the house after they're shipped out on Friday, you can give us a call back Thursday, Friday. Usually, we have access to the digital copy and we can send them to your email.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_2: Yeah.