

Transcript: Francesca

Baez-6523820163153920-6279391292637184

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits And my name is Francesca. How can I assist you today? Yes, I'd like to sign up for benefits, please. I'm sorry? I'd like to sign up for the benefits. What staffing company do you work with? For health insurance and all that. I'm sorry? Okay. What staffing company do you work with? Morales in Lafayette, Indiana. What is the last four of your Social? 8454. And the last name, please? Anderson. All right. Could you please verify your mailing address and date of birth to make sure I'm on the right account? I have two of them. I usually don't use the one where I live at because of, uh, I usually don't get the mail there. Um, I can use my... I use my dad's all the time. It's 1431 West 700 South Kingman, Indiana. Yes, sir. That is the one that we currently have on the account. And then lastly, could I have your date of birth, please? 8/26/92. What was the month? I know you said... I mean, the day you said 8th and then 63 is the year? August, August 26, 1992. We have a different address on file. I mean, a different date of birth on file for some reason. So the month matches on August, but- My dad's... My dad used to have that same, same, uh, stuff when he was in Morales. Okay. Let me take a look at... Oh, are you a junior? Yes. Let's see if that might be it. Did you recently finish your application with them, or have you been with Morales for a while now? About three months. Okay. So yes, they have not sent over your file from the looks of it, because this mo- this file is from 2021. It could be that I'm looking at your father's since the date of birth- 40- ... doesn't match. 8563? Yes, sir. That's the one that this file has. Yeah, that's his dad. That's my dad. You still there? So we don't have from any other staffing company any other files with your first name. There's only your father's. So I believe we haven't gotten your file yet. In order to create one, I do need the full Social. If you do not feel comfortable, that's completely understandable. The only thing will be that if I can't make the profile, it will have to actually be you calling in periodically to see whether or not we have it already. I can give you the Social. Go ahead. 632-32-8454. What was the other address that you have, the one that's not your father's? Because, like I was telling you, that's the one I usually go by because I- I've been not getting mail for my location. Mm-hmm. Sorry, I'm working with pneumonia. Dang, dang. What the hell is it? Crap. 'Cause I think I actually found that I have it as 2371 26th Street, Lafayette, Indiana. Apartment four? Yes, sir. Yeah, that's it. I'm sorry. All right. Do you want me to change it back to the same address you verified previously that was on your father's account? Yes, please. Because like I said, the mail, it's a... It's like a old motel compa- a old motel and I just don't trust these people with my mail. And then one place sent me a letter and it took me like four weeks to get it, and it should have been like two days. Oh, no. It's, it sucks. I'm not saying they, they go through the mail, but the post office probably usually just don't want to go there, you know? Yeah, I understand that part. Let's see. So the account doesn't have a phone number. Is it okay for me to put the one you're calling on, on the account? Yeah, you

can... I got two of them if you want. Sure thing, I can put both of them in it, if you like. Okay. Um, you got the- you got this one and I got 765-764-2135. All right, and then I have your email down as panderson.5, I mean 8563@gmail.com. Yes, ma'am. Okay, there we go. Now the only thing, Mr. Anderson, is that your personal enrollment period ended on October 6th. Um, however, the company one is coming up is this next month. It wouldn't be this month. It will be December 26th till January 31st. They told me I only have until- They told me I only have until the 15th of this month to do this. I'm not sure why they would. Because that's when... Because that's what Subaru, all the Subaru employees have until the 15th to do it. I don't know. So, so we can still enroll right now and, you know, start the when? So it could very well be that that will be with the company directly, that they have till the 17th. I can't process an enrollment in the account because you already started working. Your personal enrollment period ended on October 6th, so the system won't let me process any enrollment until you're eligible again, which won't be till December 23rd when Morales has their company open enrollment period. December 23rd this year? Yes, sir. So I just got to call back? Yes, sir. Okay, thank you. Of course. Okay. Have a good day. We'll be open all the way till, Monday through Fridays, 8:00 AM to 3:00 PM. So you have from the 23rd of December all the way till the 31st of January next year. Damn. It'd be nice if they hire me in before that, but... All right. Thank you, hon. No problem. Thank you for your patience. Have a good day. You too. Bye-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

Speaker speaker_2: And my name is Francesca. How can I assist you today?

Speaker speaker_3: Yes, I'd like to sign up for benefits, please.

Speaker speaker_2: I'm sorry?

Speaker speaker_3: I'd like to sign up for the benefits.

Speaker speaker_2: What staffing company do you work with?

Speaker speaker_3: For health insurance and all that. I'm sorry?

Speaker speaker_2: Okay. What staffing company do you work with?

Speaker speaker_3: Morales in Lafayette, Indiana.

Speaker speaker_2: What is the last four of your Social?

Speaker speaker_3: 8454.

Speaker speaker_2: And the last name, please?

Speaker speaker_3: Anderson.

Speaker speaker_2: All right. Could you please verify your mailing address and date of birth to make sure I'm on the right account?

Speaker speaker_3: I have two of them. I usually don't use the one where I live at because of, uh, I usually don't get the mail there. Um, I can use my... I use my dad's all the time. It's 1431 West 700 South Kingman, Indiana.

Speaker speaker_2: Yes, sir. That is the one that we currently have on the account. And then lastly, could I have your date of birth, please?

Speaker speaker_3: 8/26/92.

Speaker speaker_2: What was the month? I know you said... I mean, the day you said 8th and then 63 is the year?

Speaker speaker_3: August, August 26, 1992.

Speaker speaker_2: We have a different address on file. I mean, a different date of birth on file for some reason. So the month matches on August, but-

Speaker speaker_3: My dad's... My dad used to have that same, same, uh, stuff when he was in Morales.

Speaker speaker_2: Okay. Let me take a look at... Oh, are you a junior?

Speaker speaker_3: Yes.

Speaker speaker_2: Let's see if that might be it. Did you recently finish your application with them, or have you been with Morales for a while now?

Speaker speaker_3: About three months.

Speaker speaker_2: Okay. So yes, they have not sent over your file from the looks of it, because this mo- this file is from 2021. It could be that I'm looking at your father's since the date of birth-

Speaker speaker_3: 40-

Speaker speaker_2: ... doesn't match.

Speaker speaker_3: 8563?

Speaker speaker_2: Yes, sir. That's the one that this file has.

Speaker speaker_3: Yeah, that's his dad. That's my dad. You still there?

Speaker speaker_2: So we don't have from any other staffing company any other files with your first name. There's only your father's. So I believe we haven't gotten your file yet. In order to create one, I do need the full Social. If you do not feel comfortable, that's completely understandable. The only thing will be that if I can't make the profile, it will have to actually be you calling in periodically to see whether or not we have it already.

Speaker speaker_3: I can give you the Social.

Speaker speaker_2: Go ahead.

Speaker speaker_3: 632-32-8454.

Speaker speaker_2: What was the other address that you have, the one that's not your father's?

Speaker speaker_3: Because, like I was telling you, that's the one I usually go by because I've been not getting mail for my location.

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: Sorry, I'm working with pneumonia. Dang, dang. What the hell is it? Crap.

Speaker speaker_2: 'Cause I think I actually found that I have it as 2371 26th Street, Lafayette, Indiana.

Speaker speaker_3: Apartment four?

Speaker speaker_2: Yes, sir.

Speaker speaker_3: Yeah, that's it. I'm sorry.

Speaker speaker_2: All right. Do you want me to change it back to the same address you verified previously that was on your father's account?

Speaker speaker_3: Yes, please. Because like I said, the mail, it's a... It's like a old motel compa- a old motel and I just don't trust these people with my mail. And then one place sent me a letter and it took me like four weeks to get it, and it should have been like two days.

Speaker speaker_2: Oh, no.

Speaker speaker_3: It's, it sucks. I'm not saying they, they go through the mail, but the post office probably usually just don't want to go there, you know?

Speaker speaker_2: Yeah, I understand that part. Let's see. So the account doesn't have a phone number. Is it okay for me to put the one you're calling on, on the account?

Speaker speaker_3: Yeah, you can... I got two of them if you want.

Speaker speaker_2: Sure thing, I can put both of them in it, if you like.

Speaker speaker_3: Okay. Um, you got the- you got this one and I got 765-764-2135.

Speaker speaker_2: All right, and then I have your email down as panderson.5, I mean 8563@gmail.com.

Speaker speaker_3: Yes, ma'am.

Speaker speaker_2: Okay, there we go. Now the only thing, Mr. Anderson, is that your personal enrollment period ended on October 6th. Um, however, the company one is coming up is this next month. It wouldn't be this month. It will be December 26th till January 31st.

Speaker speaker_3: They told me I only have unt- They told me I only have until the 15th of this month to do this.

Speaker speaker_2: I'm not sure why they would.

Speaker speaker_3: Because that's when... Because that's what Subaru, all the Subaru employees have until the 15th to do it. I don't know. So, so we can still enroll right now and, you know, start the when?

Speaker speaker_2: So it could very well be that that will be with the company directly, that they have till the 17th. I can't process an enrollment in the account because you already started working. Your personal enrollment period ended on October 6th, so the system won't let me process any enrollment until you're eligible again, which won't be till December 23rd when Morales has their company open enrollment period.

Speaker speaker_3: December 23rd this year?

Speaker speaker_2: Yes, sir.

Speaker speaker_3: So I just got to call back?

Speaker speaker_2: Yes, sir.

Speaker speaker_3: Okay, thank you.

Speaker speaker_2: Of course.

Speaker speaker_3: Okay. Have a good day.

Speaker speaker_2: We'll be open all the way till, Monday through Fridays, 8:00 AM to 3:00 PM. So you have from the 23rd of December all the way till the 31st of January next year.

Speaker speaker_3: Damn. It'd be nice if they hire me in before that, but... All right. Thank you, hon.

Speaker speaker_2: No problem. Thank you for your patience. Have a good day.

Speaker speaker_3: You too. Bye-bye.

Speaker speaker_2: Bye.