

## Transcript: Francesca

**Baez-6552805319032832-5563817644965888**

### Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi, um, I would like to enroll in benefits, health benefits. What staffing company do you work with? I'm sorry, can you repeat that one more time? What staffing company do you work with? Um, ManCan. What are the last four of the Social? Um, 3680. And the last name, please? Iverson. Can you spell it, please? Yes, I-V-E-R-S-O-N. Did you just recently apply with them? Yes, I did. We don't have your information yet. The file hasn't been sent over. We can make one, if you like, but in order to make it, I need your full Social. In the event that you do not feel comfortable providing it on a recorded line, then you will have to call in throughout the week to see when we receive it. Okay. Have you been provided a- an assignment yet? No, I have not. Okay. So in the event that you do not want to provide that information, you are gonna still have plenty of time before we get that information, um, 'cause once you start, the assignment will be when the deadline starts coming in 'cause when you receive that first paycheck, then you only have 30 days to enroll. But prior to that paycheck, you have an infinite amount of time to enroll into the benefit, since the only way that those coverages can get activated is through a staffing member paycheck where they make the deductions for. Yes. So currently, it will be up to your discretion if you want me to go ahead and make that account or if you want to hold off and don't feel comfortable providing the full Social. Um, I can hold off for now. Okay. So while we wait for that information to come through, would you like me to send you a digital copy of their benefit guide through an email address? Um, yes, please. Bare with me one moment. All right, sir, what will be that email where you would like me to send it to? Um, so the email is joshuaiverson35@gmail.com. Can I have that Joshua as J-O-S-H-U-A, right? Yes, correct. All right, and then the same spelling you provided, I-V as in Victor, E-R, S-O-N 35 at gmail.com? That is correct. Okay. All right, so I sent it from the office email, which is info@benefitsinacar.com, and it's gonna be titled Benefit Guide. Yeah, okay. Okay. Would you like me to wait on line with you to make sure you receive it? Um, no, you're all good. Understood. And then we're gonna be open 8:00 AM to 8:00 PM Monday through Friday Eastern time. That schedule is also gonna be on that email that I sent to you, so you're more than welcome to give us a call back to make that enrollment whenever you will wish to- Okay. ... to check and see whether or not we have that filed. Okay, thank you. Of course. Um, also, oh, I'm almost forgot, if you wanted like, uh, for a certain time when we will have it, once you do get an assignment and receive your first paycheck, by then, we usually do have those benefits accounts already in the system to be able to process the enrollment. Okay. All right. Well, you are all set, sir. It was a pleasure speaking with you, and I hope you have a wonderful rest of your day. Thank you. You, too. Bye. Thank you. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi, um, I would like to enroll in benefits, health benefits.

Speaker speaker\_0: What staffing company do you work with?

Speaker speaker\_1: I'm sorry, can you repeat that one more time?

Speaker speaker\_0: What staffing company do you work with?

Speaker speaker\_1: Um, ManCan.

Speaker speaker\_0: What are the last four of the Social?

Speaker speaker\_1: Um, 3680.

Speaker speaker\_0: And the last name, please?

Speaker speaker\_1: Iverson.

Speaker speaker\_0: Can you spell it, please?

Speaker speaker\_1: Yes, I-V-E-R-S-O-N.

Speaker speaker\_0: Did you just recently apply with them?

Speaker speaker\_1: Yes, I did.

Speaker speaker\_0: We don't have your information yet. The file hasn't been sent over. We can make one, if you like, but in order to make it, I need your full Social. In the event that you do not feel comfortable providing it on a recorded line, then you will have to call in throughout the week to see when we receive it.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Have you been provided a- an assignment yet?

Speaker speaker\_1: No, I have not.

Speaker speaker\_0: Okay. So in the event that you do not want to provide that information, you are gonna still have plenty of time before we get that information, um, 'cause once you start, the assignment will be when the deadline starts coming in 'cause when you receive that first paycheck, then you only have 30 days to enroll. But prior to that paycheck, you have an infinite amount of time to enroll into the benefit, since the only way that those coverages can get activated is through a staffing member paycheck where they make the deductions for.

Speaker speaker\_1: Yes.

Speaker speaker\_0: So currently, it will be up to your discretion if you want me to go ahead and make that account or if you want to hold off and don't feel comfortable providing the full Social.

Speaker speaker\_1: Um, I can hold off for now.

Speaker speaker\_0: Okay. So while we wait for that information to come through, would you like me to send you a digital copy of their benefit guide through an email address?

Speaker speaker\_1: Um, yes, please.

Speaker speaker\_0: Bare with me one moment. All right, sir, what will be that email where you would like me to send it to?

Speaker speaker\_1: Um, so the email is joshuaiverson35@gmail.com.

Speaker speaker\_0: Can I have that Joshua as J-O-S-H-U-A, right?

Speaker speaker\_1: Yes, correct.

Speaker speaker\_0: All right, and then the same spelling you provided, I-V as in Victor, E-R, S-O-N 35 at gmail.com?

Speaker speaker\_1: That is correct.

Speaker speaker\_0: Okay. All right, so I sent it from the office email, which is info@benefitsinacar.com, and it's gonna be titled Benefit Guide.

Speaker speaker\_1: Yeah, okay.

Speaker speaker\_0: Okay. Would you like me to wait on line with you to make sure you receive it?

Speaker speaker\_1: Um, no, you're all good.

Speaker speaker\_0: Understood. And then we're gonna be open 8:00 AM to 8:00 PM Monday through Friday Eastern time. That schedule is also gonna be on that email that I sent to you, so you're more than welcome to give us a call back to make that enrollment whenever you will wish to-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... to check and see whether or not we have that filed.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Of course. Um, also, oh, I'm almost forgot, if you wanted like, uh, for a certain time when we will have it, once you do get an assignment and receive your first paycheck, by then, we usually do have those benefits accounts already in the system to be able to process the enrollment.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Well, you are all set, sir. It was a pleasure speaking with you, and I hope you have a wonderful rest of your day.

Speaker speaker\_1: Thank you. You, too. Bye.

Speaker speaker\_0: Thank you. Bye.