

Transcript: Francesca

Baez-6615835454128128-5932557193625600

Full Transcript

Thank you for calling Benefits in a Time. My name is Francesca, I hope... Hello? Mm? Hello? Yes, hello. Oh, uh, my name is, uh, Willie Tang. Uh, how are you today? I'm good. How are you today? Yeah, I want to know the, uh, am I qualified for the benefits after 30 day employment? Or do you have any website I can, uh, sign up for the healthcare? So I actually first have to see if you're still eligible to enroll into them. What staffing company do you work with? Uh, Mobip, Mobip of America in Fountain Valley? I'm sorry, sir. What's the name of the staffing company? Uh, Mobip, Mobip of America. I believe that might be the assignment that I helped you with, sir. But that's not the name of any staffing that we work with. Oh. The Mobip or, uh- Have you received any paychecks from them, or, or text messages? Um, uh, Position, uh, Analysis. That's P- uh, P-O-D-O-P-S Analysis Title in Fountain Valley. Mm-hmm. And the Hyundai, you know, Hyundai Corporation. So sir, we're not the staffing company. We administer multiple different companies all throughout the whole country. I need the specific name of the staffing company that you work with. Have you received your- Um- ... paycheck or a text message from them- Yeah, yeah. ... that will have their name? Yeah. Yeah. I received a paycheck and, you know, they transfer money to my bank. I don't get the, uh, paperwork. And I thought, I work for the Hyundai Corporation in the Fountain Valley, California. I understand, sir, but I need to know which system to go into. Knowing which is your assignment doesn't really help me. I'm sorry. I need the exact name of your staffing company. I understand that you're currently working with the Honda, so that's not gonna be able to pull any- Honda. Okay, sir. No, it isn't. That's not gonna, that's not gonna pull anything in my system. I need the staffing company name. How about because, you know, in the, in the Fountain Valley headquarter, Hyundai, it's not Hyundai. Hyundai is a Korean company. I understand, sir, but the name of that company is not going to help me locate you in my system. I need the name of the staffing that you found that job with. Oh, Shelley, Shelley is a lady in Irvine. You get an email from her. I don't... Okay. Okay. Hold on, hold on. Hold on. Give you information. Because maybe you can contact this lady because you know, I before from, from her. That's why I give one second. You can ask her- So- ... how can I speak and she can call you for me. People like that, people- Unfortunately, I can't be on hold while you try to call someone else. You'll have to call me when they're already on the line. Okay. I'm ready now. Her name is Shelly, uh, uh, Shelley Grif from the partner person- personnel in Irvine. Okay. What about your last four of the social and your last name? My, my last name, uh, Tang, T-A-N-G, my social, 0690. Please verify your mailing address and date of birth to make sure I located the right account. Uh, 3591 Middle Rock Street, Armonda CA, California, 91732. My birthday, 2/20/1963. Understood. And I have the best phone number to reach you down as 626-905-8668. Yeah, you got it. And I show your email down as willie_tang@yahoo.com. Yeah, you got it. Okay. So I need to request an eligibility review for you before I'm able to

enroll you into coverage. It will take 24 to 48 hours for them to get back with me in regards to it. Will you like me to send you a copy of their benefit guide while we wait for them to let us know if you can enroll? Yeah, can you send it to my email? Yes, sir. I'll send you a copy of their benefit guide through the email, and as soon as they let me know whether or not you're eligible, I'll give you a call back. Okay? Okay. Okay. Thank you very much. Thanks. Oh, was there anything else assistant would take? Yeah, that's it. Thank you very much. I want to ask, am I qualified yet? That's what, that my, my, my question. All right. As soon as I get that answer, I'll be giving you that call back. Okay? Okay. No problem. Thank you very much. Have a good day. Of course. Have a great day. Okay. Okay. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Time. My name is Francesca, I hope...

Speaker speaker_1: Hello? Mm? Hello?

Speaker speaker_0: Yes, hello.

Speaker speaker_1: Oh, uh, my name is, uh, Willie Tang. Uh, how are you today?

Speaker speaker_0: I'm good. How are you today?

Speaker speaker_1: Yeah, I want to know the, uh, am I qualified for the benefits after 30 day employment? Or do you have any website I can, uh, sign up for the healthcare?

Speaker speaker_0: So I actually first have to see if you're still eligible to enroll into them. What staffing company do you work with?

Speaker speaker_1: Uh, Mobip, Mobip of America in Fountain Valley?

Speaker speaker_0: I'm sorry, sir. What's the name of the staffing company?

Speaker speaker_1: Uh, Mobip, Mobip of America.

Speaker speaker_0: I believe that might be the assignment that I helped you with, sir. But that's not the name of any staffing that we work with.

Speaker speaker_1: Oh. The Mobip or, uh-

Speaker speaker_0: Have you received any paychecks from them, or, or text messages?

Speaker speaker_1: Um, uh, Position, uh, Analysis. That's P- uh, P-O-D-O-P-S Analysis Title in Fountain Valley.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And the Hyundai, you know, Hyundai Corporation.

Speaker speaker_0: So sir, we're not the staffing company. We administer multiple different companies all throughout the whole country. I need the specific name of the staffing company that you work with. Have you received your-

Speaker speaker_1: Um-

Speaker speaker_0: ... paycheck or a text message from them-

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: ... that will have their name?

Speaker speaker_1: Yeah. Yeah. I received a paycheck and, you know, they transfer money to my bank. I don't get the, uh, paperwork. And I thought, I work for the Hyundai Corporation in the Fountain Valley, California.

Speaker speaker_0: I understand, sir, but I need to know which system to go into. Knowing which is your assignment doesn't really help me. I'm sorry. I need the exact name of your staffing company. I understand that you're currently working with the Honda, so that's not gonna be able to pull any-

Speaker speaker_1: Honda.

Speaker speaker_0: Okay, sir.

Speaker speaker_1: No, it isn't.

Speaker speaker_0: That's not gonna, that's not gonna pull anything in my system. I need the staffing company name.

Speaker speaker_1: How about because, you know, in the, in the Fountain Valley headquarter, Hyundai, it's not Hyundai. Hyundai is a Korean company.

Speaker speaker_0: I understand, sir, but the name of that company is not going to help me locate you in my system. I need the name of the staffing that you found that job with.

Speaker speaker_1: Oh, Shelley, Shelley is a lady in Irvine. You get an email from her.

Speaker speaker_0: I don't...

Speaker speaker_1: Okay. Okay. Hold on, hold on. Hold on. Give you information. Because maybe you can contact this lady because you know, I before from, from her. That's why I give one second. You can ask her-

Speaker speaker_0: So-

Speaker speaker_1: ... how can I speak and she can call you for me. People like that, people-

Speaker speaker_0: Unfortunately, I can't be on hold while you try to call someone else. You'll have to call me when they're already on the line.

Speaker speaker_1: Okay. I'm ready now. Her name is Shelly, uh, uh, Shelley Grif from the partner person- personnel in Irvine.

Speaker speaker_0: Okay. What about your last four of the social and your last name?

Speaker speaker_1: My, my last name, uh, Tang, T-A-N-G, my social, 0690.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I located the right account.

Speaker speaker_1: Uh, 3591 Middle Rock Street, Armonda CA, California, 91732. My birthday, 2/20/1963.

Speaker speaker_0: Understood. And I have the best phone number to reach you down as 626-905-8668.

Speaker speaker_1: Yeah, you got it.

Speaker speaker_0: And I show your email down as willie_tang@yahoo.com.

Speaker speaker_1: Yeah, you got it.

Speaker speaker_0: Okay. So I need to request an eligibility review for you before I'm able to enroll you into coverage. It will take 24 to 48 hours for them to get back with me in regards to it. Will you like me to send you a copy of their benefit guide while we wait for them to let us know if you can enroll?

Speaker speaker_1: Yeah, can you send it to my email?

Speaker speaker_0: Yes, sir. I'll send you a copy of their benefit guide through the email, and as soon as they let me know whether or not you're eligible, I'll give you a call back. Okay?

Speaker speaker_1: Okay. Okay. Thank you very much. Thanks.

Speaker speaker_0: Oh, was there anything else assistant would take?

Speaker speaker_1: Yeah, that's it. Thank you very much. I want to ask, am I qualified yet? That's what, that my, my, my question.

Speaker speaker_0: All right. As soon as I get that answer, I'll be giving you that call back. Okay?

Speaker speaker_1: Okay. No problem. Thank you very much. Have a good day.

Speaker speaker_0: Of course. Have a great day.

Speaker speaker_1: Okay. Okay. Bye-bye.

Speaker speaker_0: Bye.