

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi, Francesca. I'm trying to figure out, or trying to see how I can log in to see what, uh, benefits I'm available for. Okay. Which staffing company do you work with? Surge. What are the last four of the Social? 6271. And your last name? Fuqua. Could you verify your mailing address and date of birth to make sure I have the right account in front of me? 6620 Old Madison Pike, Apartment 202, Huntsville, Alabama, 35806. 7-31-81. We actually have a different address on file. I don't- I don't know what- It'll be the one that you put on the application. Yeah. It was that one. 'Cause I changed it when I, um, when I got this job on the- on the computer thing. So, I don't know why it would still be the same. I can't remember what- what, uh, address, 'cause it was from years ago. And what is your date of birth? 7-31-81. First name Queena? Spelled as- Yes, last name. ... Queen and letter A? Yep. Last name Fuqua. Okay. So when they sent over the file, they sent it over with the old address, unfortunately. To verify the account, if you're not sure what address it is that I have on file, we need the full Social. Is it a Harvard address? Just try to give me- I could- I could give you my full Social. Go ahead. 420-11-6271. All right. And what will be the new address, so I can go ahead and put it here, that way you don't have to give the Social again? 6620 Old Madison Pike, Huntsville Apartment 202. Huntsville, Alabama, 35806. All right. Is it supposed to be Old Madison Park Northwest? Old Madison Pike. It's P-I-K-E. All right, and then is it supposed to be Northwest at the end, or no NW? Yes. Let's see. Okay. Were you able to get into the- their website, or were you not provided that website information, SW- I wasn't. I wasn't provided the website information. Understood. All right. So you are still well within your personal enrollment period. I'm what now? You're going to... Yes, ma'am, you're well within your personal enrollment period, which means that you still have time to enroll to- Huh? Okay. You have till the 26th to enroll this month. Okay. And then you're gonna be eligible for all of their currently offered plans. The only one that would require an additional eligibility review is gonna be their MVP plan. I'm gonna go ahead and use the email on file, which is myliveqt@gmail.com, to send you their benefit guide. Huh, that's- And then also a link to their email. That's not the right email address either. What the fuck? Maybe that's why I haven't been getting anything. My, um... But I- I updated all of that when I, um, did the application for this job. But- Can you please- ... it's my first and last- Oh, go ahead. It's my first and last name, Queena Fuqua, 81, at G- at Gmail. No, at Yahoo! At yahoo.com. It could very well be that when they send over the information for the file, maybe there was a typo and they put in the old information rather than the new one. Okay. Yeah, it's queenafuqua81@yahoo. At yahoo.com. There we go. All right, and then you're able to process your enrollment online if you wish. However, you do also have the option of giving us a call to process your enrollment as well. Okay. All right, and then I sent that from our office email, which is going to be info@benefitsinacar.com. And it's going

to be titled Benefit Guide. Okay. All right, that's all. Thank you. Of course. If you didn't receive email, um, it shows on my side that it already went out. If you don't see it within five minutes, give us a call back so we can take a look and see if we have to resend that. All right. Thank you. Of course. Have a great day and thank you for your time.

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, Francesca. I'm trying to figure out, or trying to see how I can log in to see what, uh, benefits I'm available for.

Speaker speaker_0: Okay. Which staffing company do you work with?

Speaker speaker_1: Surge.

Speaker speaker_0: What are the last four of the Social?

Speaker speaker_1: 6271.

Speaker speaker_0: And your last name?

Speaker speaker_1: Fuqua.

Speaker speaker_0: Could you verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker_1: 6620 Old Madison Pike, Apartment 202, Huntsville, Alabama, 35806. 7-31-81.

Speaker speaker_0: We actually have a different address on file.

Speaker speaker_1: I don't- I don't know what-

Speaker speaker_0: It'll be the one that you put on the application.

Speaker speaker_1: Yeah. It was that one. 'Cause I changed it when I, um, when I got this job on the- on the computer thing. So, I don't know why it would still be the same. I can't remember what- what, uh, address, 'cause it was from years ago.

Speaker speaker_0: And what is your date of birth?

Speaker speaker_1: 7-31-81.

Speaker speaker_0: First name Queena? Spelled as-

Speaker speaker_1: Yes, last name.

Speaker speaker_0: ... Queen and letter A?

Speaker speaker_1: Yep. Last name Fuqua.

Speaker speaker_0: Okay. So when they sent over the file, they sent it over with the old address, unfortunately. To verify the account, if you're not sure what address it is that I have on file, we need the full Social.

Speaker speaker_1: Is it a Harvard address?

Speaker speaker_0: Just try to give me-

Speaker speaker_1: I could- I could give you my full Social.

Speaker speaker_0: Go ahead.

Speaker speaker_1: 420-11-6271.

Speaker speaker_0: All right. And what will be the new address, so I can go ahead and put it here, that way you don't have to give the Social again?

Speaker speaker_1: 6620 Old Madison Pike, Huntsville Ap- Apartment 202. Huntsville, Alabama, 35806.

Speaker speaker_0: All right. Is it supposed to be Old Madison Park Northwest?

Speaker speaker_1: Old Madison Pike. It's P-I-K-E.

Speaker speaker_0: All right, and then is it supposed to be Northwest at the end, or no NW?

Speaker speaker_1: Yes.

Speaker speaker_0: Let's see. Okay. Were you able to get into the- their website, or were you not provided that website information, SW-

Speaker speaker_1: I wasn't. I wasn't provided the website information.

Speaker speaker_0: Understood. All right. So you are still well within your personal enrollment period.

Speaker speaker_1: I'm what now?

Speaker speaker_0: You're going to... Yes, ma'am, you're well within your personal enrollment period, which means that you still have time to enroll to-

Speaker speaker_1: Huh? Okay.

Speaker speaker_0: You have till the 26th to enroll this month.

Speaker speaker_1: Okay.

Speaker speaker_0: And then you're gonna be eligible for all of their currently offered plans. The only one that would require an additional eligibility review is gonna be their MVP plan. I'm gonna go ahead and use the email on file, which is myliveqt@gmail.com, to send you their benefit guide.

Speaker speaker_1: Huh, that's-

Speaker speaker_0: And then also a link to their email.

Speaker speaker_1: That's not the right email address either. What the fuck? Maybe that's why I haven't been getting anything. My, um... But I- I updated all of that when I, um, did the application for this job. But-

Speaker speaker_0: Can you please-

Speaker speaker_1: ... it's my first and last-

Speaker speaker_0: Oh, go ahead.

Speaker speaker_1: It's my first and last name, Queena Fuqua, 81, at G- at Gmail. No, at Yahoo!

Speaker speaker_0: At yahoo.com. It could very well be that when they send over the information for the file, maybe there was a typo and they put in the old information rather than the new one.

Speaker speaker_1: Okay. Yeah, it's queenafuqua81@yahoo.

Speaker speaker_0: At yahoo.com. There we go. All right, and then you're able to process your enrollment online if you wish. However, you do also have the option of giving us a call to process your enrollment as well.

Speaker speaker_1: Okay.

Speaker speaker_0: All right, and then I sent that from our office email, which is going to be info@benefitsinacar.com. And it's going to be titled Benefit Guide.

Speaker speaker_1: Okay. All right, that's all. Thank you.

Speaker speaker_0: Of course. If you didn't receive email, um, it shows on my side that it already went out. If you don't see it within five minutes, give us a call back so we can take a look and see if we have to resend that.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Of course. Have a great day and thank you for your time.