

Transcript: Francesca

Baez-6703562490036224-5120751681323008

Full Transcript

You've called in benefit center. My name is Francesca, how can I help you? Yes, I'm just trying to get- I cannot hear you. It sounds like you're returning. I'm trying to find out what insurance I have and a member ID number. They haven't sent a card for it. What staffing company do you work with? Did she say something about- It's through TempStaff. ... the provider said to call this number and get my member ID from stuff. I have a question. We don't work with TempStaff, ma'am. Do they have any other name or were brought up by another company maybe? I know, but 27. Is there another name or a company other than just TempStaff? No. She said this is the website if I want to sign on. No, ma'am, it's just TempStaff. This is the name of it. It's not connected to anything. I'm sorry, ma'am, are you saying Temp... And why do I hear someone speaking in the back? I hear the benefits center calling for. Yes, I am... It's Temp. It's T-E-M-P-S-T-A-F-F. What are the last four of the social? 9954. And the last name? Irby, I-R-B-Y. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Y'all should have 296 Goodman Road, Tallahatchie, Mississippi 39145. And you said the date of birth? Yes, ma'am. 2/22/05. That's it. Yeah. We have best contact 601-780-0049. Yes, ma'am. With the email of first and last name@932@gmail.com? Yes, ma'am. Mallory. So the reason why you haven't received your benefit cards is because you just became inactive this Monday, seventh. They won't be going out until the 11th. Monday the seventh? Yes, ma'am. Okay. Well, is there any way you can provide me with a member ID? 'Cause I'm at the doctor and that's whenever I just realized that they swapped it. I'll have to place you in a brief hold to see if we have access to the benefit cards. Okay. I'll be right back. Okay. Thank you. Should I pack something? Mom, where's this turkey from? I have no idea. Mom, where is this turkey from?

Conversation Format

Speaker speaker_0: You've called in benefit center. My name is Francesca, how can I help you?

Speaker speaker_1: Yes, I'm just trying to get-

Speaker speaker_0: I cannot hear you. It sounds like you're returning.

Speaker speaker_1: I'm trying to find out what insurance I have and a member ID number. They haven't sent a card for it.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_2: Did she say something about-

Speaker speaker_1: It's through TempStaff.

Speaker speaker_2: ... the provider said to call this number and get my member ID from stuff.

Speaker speaker_3: I have a question.

Speaker speaker_0: We don't work with TempStaff, ma'am. Do they have any other name or were brought up by another company maybe?

Speaker speaker_3: I know, but 27.

Speaker speaker_1: Is there another name or a company other than just TempStaff?

Speaker speaker_2: No. She said this is the website if I want to sign on.

Speaker speaker_1: No, ma'am, it's just TempStaff.

Speaker speaker_2: This is the name of it. It's not connected to anything.

Speaker speaker_0: I'm sorry, ma'am, are you saying Temp... And why do I hear someone speaking in the back? I hear the benefits center calling for.

Speaker speaker_1: Yes, I am... It's Temp. It's T-E-M-P-S-T-A-F-F.

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

Speaker speaker_1: 9954.

Speaker speaker_0: And the last name?

Speaker speaker_1: Irby, I-R-B-Y.

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

Speaker speaker_1: Y'all should have 296 Goodman Road, Tallahatchie, Mississippi 39145. And you said the date of birth?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: 2/22/05.

Speaker speaker_2: That's it. Yeah.

Speaker speaker_0: We have best contact 601-780-0049.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: With the email of first and last name@932@gmail.com?

Speaker speaker_1: Yes, ma'am. Mallory.

Speaker speaker_0: So the reason why you haven't received your benefit cards is because you just became inactive this Monday, seventh. They won't be going out until the 11th.

Speaker speaker_1: Monday the seventh?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. Well, is there any way you can provide me with a member ID? 'Cause I'm at the doctor and that's whenever I just realized that they swapped it.

Speaker speaker_0: I'll have to place you in a brief hold to see if we have access to the benefit cards.

Speaker speaker_1: Okay.

Speaker speaker_0: I'll be right back.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_2: Should I pack something?

Speaker speaker_4: Mom, where's this turkey from?

Speaker speaker_5: I have no idea.

Speaker speaker_6: Mom, where is this turkey from?