

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits of a Card, my name is Stephanie, how can I assist you? Hi, Stephanie. I just talked to someone, and do you guys service ACRO Corp? ACRO? Um, let me see. Mm-hmm. Is that the name of the agency? Yeah. Okay, give me one second. Mm, no, I'm not seeing that agency being one of the agencies that we administrate. The closest to that name is AppCon Employment Solutions. Hello? Yeah, okay. Yes, ma'am. So that's not one of the agencies that we administrate. Let me make sure- Okay. ... I'm looking at the right one. How do you spell that? Is it, um, ACRO... A as in apple, C as in, uh, candy, R as in Robert, O as in orange, C, and then corp, T-O-R-P. Okay. Yeah. Yeah, that's not one of the agencies that we, we actually... Would it actually be A-A-R-C-O? What is it? Would it be A-A-R-C-O? There's one- ARCO? Yeah. No, not ARCO. It's ACRO, A-C-I-O. ACRO, oh, yeah. Oh, yeah, no, we don't have that one in our, um, list for the agencies that we administrate. And it's in alphabetical order. Oh, okay. Yeah, because, um, like, I was trying... I have all their benefit brochure, and those benefit brochure indicate that, uh... That one of the healthcare administrators? Yeah, the, their, their benefit brochure has your phone number, BIC, and the phone number, and the website, and everything. So that- Okay, in that case, it's probably under a different name, because, um, the name that you gave me is, that's not one of the ones I see in the list, and sometimes when people call, um, they'll give us a name, and then they'll start mentioning the other h- and, like, the other name that they go by, and we actually are able to find it. So I'm wondering if that's one of the ones that actually go by a different name. Okay. Um, I see here, let me open the brochure again. It's ACRO Blue Commercial Staffing, an ACRO Group entity. Okay. And, uh, they have, yeah, it's, it's redirecting me to www.mybiac.com/acrocorp. Okay, uh, okay. Um, give me one second, let me verify. Can I put you on a brief hold? Yeah. Hey, thank you for your hold. So, I just verified. So, Accrow was one of the administrated agencies that we used to administrate, but we're no longer with them. Um, that's why we're not able to find you anywhere, 'cause we're no longer part of Accrow. Um, you're welcome to give us a call Monday. Yeah. Okay, yeah. But, um, that's one of the agencies that we don't administrate anymore. The name sounded very familiar when you brought it up- Mm-hmm. ... so that's why I put you on hold, just to verify. And yeah, I was right. They used to, um, we used to administrate Accrow's members, but we're no longer with them, nor Focus Point, the Reverse Network, no, neither CoWork. Accrow is the only one that lists as well. Okay. Um... Okay. If you're not so sure, you're welcome to give us a call Monday, but we're no longer with them. Okay. Yeah. Um, I don't understand. I can give you a, um, I can give you a email that it gives me to, to direct any employees that have, um, that work with Accrow, 'cause I'm looking at it right now, if you wish to have it. Okay. What's the email? It's gonna be S as in Sam, D as in dog, O as in octopus, W as in Wayne, N as in Nancy, E as in echo, W- Okay. ... Y as in

Yankee, and then @, the @ sign- Okay. ... and then it's gonna be- Okay. ... A as in apple, C as in Charlie, R as in Romeo, O as in octopus, C as in Charlie, O as in octopus, R as in Romeo, P as in Paul, and then.com. Mm-hmm. So, that's gonna be S-D-O-W-N-E-Y@accrowcorp.com. Okay. So, I can email them about... The insurance? I'm guessing you wanted... Yes, ma'am. I'm guessing you wanted to enroll and to benefit from- Yes. Yeah. I want to enroll, and today is my last day, and, uh, last week when I called- Mm-hmm. ... and I was just actually talking to another representative. Her name is Pamela. Mm-hmm. Um, she said to, um, like, um, confirm with my employer. I already- Okay. ... sent an email to the employer. Okay. So, that's why. Um... Okay, okay. Just in case that, um, we're for some reason wrong, but y- but, um, I'm pretty sure we're not, 'cause they are in my list of, "We're no longer accepting enrollments for," and then that name is in that list, the Accrow Corporation. Okay. Mm-hmm. Um, but if, for some reason, we are wrong, they will honor it. Okay, all right. So, you're welcome to call back Monday, but I'm pretty sure we're no longer with them, because I'm looking at the paper right now. Um, but I would email that email that I gave you. But like I said- Mm-hmm. ... if we're wrong for some reason, you're welcome to call back Monday. Either way, all the calls are being recorded, so they'll go back to the calls and hear what we're talking about. Um, but I'm pretty sure, like I said, I'm, like, 99% sure- Yeah. ... we're not with them no more. Yeah, yeah, yeah, I think she, she also said that, like, uh, she was, she was also pretty sure. I was just, uh, calling back to let you know that I already emailed the employer. Okay. So just, like, triple checking- Yes, ma'am. ... that, in case I don't have any information that I did not- Okay. ... um, mention. Okay. Thank you. Yes, ma'am. You're welcome. Have a nice day. Hopefully, um, everything's figured out when they get back to you. Yeah. Okay. No problem. Have a good one. Thank you. Have a nice day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits of a Card, my name is Stephanie, how can I assist you?

Speaker speaker_1: Hi, Stephanie. I just talked to someone, and do you guys service ACRO Corp?

Speaker speaker_0: ACRO? Um, let me see.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Is that the name of the agency?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, give me one second. Mm, no, I'm not seeing that agency being one of the agencies that we administrate. The closest to that name is AppCon Employment Solutions. Hello?

Speaker speaker_1: Yeah, okay.

Speaker speaker_0: Yes, ma'am. So that's not one of the agencies that we administrate. Let me make sure-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I'm looking at the right one. How do you spell that? Is it, um, ACRO...

Speaker speaker_1: A as in apple, C as in, uh, candy, R as in Robert, O as in orange, C, and then corp, T-O-R-P.

Speaker speaker_0: Okay. Yeah. Yeah, that's not one of the agencies that we, we actually... Would it actually be A-A-R-C-O?

Speaker speaker_1: What is it?

Speaker speaker_0: Would it be A-A-R-C-O? There's one-

Speaker speaker_1: ARCO?

Speaker speaker_0: Yeah.

Speaker speaker_1: No, not ARCO. It's ACRO, A-C-I-O.

Speaker speaker_0: ACRO, oh, yeah. Oh, yeah, no, we don't have that one in our, um, list for the agencies that we administrate. And it's in alphabetical order.

Speaker speaker_1: Oh, okay. Yeah, because, um, like, I was trying... I have all their benefit brochure, and those benefit brochure indicate that, uh...

Speaker speaker_0: That one of the healthcare administrators?

Speaker speaker_1: Yeah, the, their, their benefit brochure has your phone number, BIC, and the phone number, and the website, and everything. So that-

Speaker speaker_0: Okay, in that case, it's probably under a different name, because, um, the name that you gave me is, that's not one of the ones I see in the list, and sometimes when people call, um, they'll give us a name, and then they'll start mentioning the other h- and, like, the other name that they go by, and we actually are able to find it. So I'm wondering if that's one of the ones that actually go by a different name.

Speaker speaker_1: Okay. Um, I see here, let me open the brochure again. It's ACRO Blue Commercial Staffing, an ACRO Group entity.

Speaker speaker_0: Okay.

Speaker speaker_1: And, uh, they have, yeah, it's, it's redirecting me to www.mybiac.com/acrocorp.

Speaker speaker_0: Okay, uh, okay. Um, give me one second, let me verify. Can I put you on a brief hold?

Speaker speaker_1: Yeah.

Speaker speaker_0: Hey, thank you for your hold. So, I just verified. So, Accrow was one of the administrated agencies that we used to administrate, but we're no longer with them. Um, that's why we're not able to find you anywhere, 'cause we're no longer part of Accrow. Um, you're welcome to give us a call Monday.

Speaker speaker_1: Yeah. Okay, yeah.

Speaker speaker_0: But, um, that's one of the agencies that we don't administrate anymore. The name sounded very familiar when you brought it up-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... so that's why I put you on hold, just to verify. And yeah, I was right. They used to, um, we used to administrate Accrow's members, but we're no longer with them, nor Focus Point, the Reverse Network, no, neither CoWork. Accrow is the only one that lists as well.

Speaker speaker_1: Okay.

Speaker speaker_0: Um...

Speaker speaker_1: Okay.

Speaker speaker_0: If you're not so sure, you're welcome to give us a call Monday, but we're no longer with them.

Speaker speaker_1: Okay. Yeah. Um, I don't understand.

Speaker speaker_0: I can give you a, um, I can give you a email that it gives me to, to direct any employees that have, um, that work with Accrow, 'cause I'm looking at it right now, if you wish to have it.

Speaker speaker_1: Okay. What's the email?

Speaker speaker_0: It's gonna be S as in Sam, D as in dog, O as in octopus, W as in Wayne, N as in Nancy, E as in echo, W-

Speaker speaker_1: Okay.

Speaker speaker_0: ... Y as in Yankee, and then @, the @ sign-

Speaker speaker_1: Okay.

Speaker speaker_0: ... and then it's gonna be-

Speaker speaker_1: Okay.

Speaker speaker_0: ... A as in apple, C as in Charlie, R as in Romeo, O as in octopus, C as in Charlie, O as in octopus, R as in Romeo, P as in Paul, and then.com.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So, that's gonna be S-D-O-W-N-E-Y@accrowcorp.com.

Speaker speaker_1: Okay. So, I can email them about... The insurance?

Speaker speaker_0: I'm guessing you wanted... Yes, ma'am. I'm guessing you wanted to enroll and to benefit from-

Speaker speaker_1: Yes.

Speaker speaker_0: Yeah.

Speaker speaker_1: I want to enroll, and today is my last day, and, uh, last week when I called-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... and I was just actually talking to another representative. Her name is Pamela.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, she said to, um, like, um, confirm with my employer. I already-

Speaker speaker_0: Okay.

Speaker speaker_1: ... sent an email to the employer.

Speaker speaker_0: Okay.

Speaker speaker_1: So, that's why. Um...

Speaker speaker_0: Okay, okay. Just in case that, um, we're for some reason wrong, but y-but, um, I'm pretty sure we're not, 'cause they are in my list of, "We're no longer accepting enrollments for," and then that name is in that list, the Accrow Corporation.

Speaker speaker_1: Okay. Mm-hmm.

Speaker speaker_0: Um, but if, for some reason, we are wrong, they will honor it.

Speaker speaker_1: Okay, all right.

Speaker speaker_0: So, you're welcome to call back Monday, but I'm pretty sure we're no longer with them, because I'm looking at the paper right now. Um, but I would email that email that I gave you. But like I said-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... if we're wrong for some reason, you're welcome to call back Monday. Either way, all the calls are being recorded, so they'll go back to the calls and hear what we're talking about. Um, but I'm pretty sure, like I said, I'm, like, 99% sure-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... we're not with them no more.

Speaker speaker_1: Yeah, yeah, yeah, I think she, she also said that, like, uh, she was, she was also pretty sure. I was just, uh, calling back to let you know that I already emailed the employer.

Speaker speaker_0: Okay.

Speaker speaker_1: So just, like, triple checking-

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: ... that, in case I don't have any information that I did not-

Speaker speaker_0: Okay.

Speaker speaker_1: ... um, mention. Okay. Thank you.

Speaker speaker_0: Yes, ma'am. You're welcome. Have a nice day. Hopefully, um, everything's figured out when they get back to you.

Speaker speaker_1: Yeah. Okay. No problem. Have a good one.

Speaker speaker_0: Thank you. Have a nice day.

Speaker speaker_1: You too.