

Transcript: Franchesca

Baez-4542423291084800-6113515214422016

Full Transcript

Your call may be- Hello. ... monitored or recorded for quality assurance purposes. Good afternoon. My name is- Hello. ... Francesca with Benefits in a Card. I'm looking to speak with Ms. Jacques on behalf of Hospitality Staffing Solutions. Say that again? Yes, I'm looking to speak with Ms. Julie Noel Jacques on behalf of- Oh, yeah. ... Hospitality Staffing Solutions. Oh, yeah, yeah. Uh, you can talk to me and she... I'm gonna... Okay, I'm gonna find her and, and your client and... Okay, Julie, hello, come on. Yeah. Yes, ma'am. Hello? Yes, sir. Yeah, okay. She... Yeah, she, she come in mind. I'm gonna translate for her. Okay. Does she speak Spanish? Uh, no. French and Creole. Okay. So, I actually need to do a verbal disclosure with her for you to translate. Is the phone on speaker? Yes. Okay. Ms. Jacques, do you authorize me to speak with your spouse, so that he can translate? . She say yes. All right. So we're the company that handles the health insurance that the staffing company she applied to provides their employee. And we're looking at the form that she filled out on November 26th. She had selected to have vision, critical illness, and group accident for herself and the spouse- Mm-hmm. ... um, which I believe is you. But she didn't provide your information. So we're still missing at least your first and last name and date of birth to be able to put you into the policy. Oh, she doesn't put my information? No, sir. She only put your two daughters', Kamily and- And Mireille? ... Mireille. Yeah, but we don't have your information in here. Oh, okay. So you need it? Yes, sir. I need your first and last name and your s- date of birth. Oh, okay. Sixto Noel, S-I-X-T-O, Noel, N-O-E-L. And date of birth, uh, May 6, 1974. Okay, May 6, 1974. And then you said your first name? Can you spell that for me one more time? I have the last name- S- ... I just want to make sure I got the first name. Okay. S-I-X-T-O. X-I... I mean, S-I-X-D-O, right? No, T-O, Sixto. So it's a T- Sixto. ... not a C. That's... There we go. Yeah, yeah, T. Yeah. And N-O-E-L, N-O-E-L. All right. So from her paycheck, let her know it should be \$36.19, per... Actually, \$53.81 'cause she put the health for all of you guys. That's going to be deducted per paycheck for the health insurance. This is 50... 58? \$53. 5-3- and 81 cents. 53... Oh, okay. All right. All right, and then the last thing, um, that we need to discuss with her is she put three beneficiaries in total, all three of her daughters. Sure. It has to amount up to \$100. So one of them has to get more than the other. Mm-hmm. We want to know who she would like to give 10% more than the rest. Um, the first one, uh, Chris Berry. Lisa Chrisberry-Noel. All right. All right, so we are all set. Once she start working, it should take one to two weeks for them to start making those deductions. And then once she sees the first deduction, following Monday will be when her coverage becomes effective. And then that same week of activation, Friday will be when the carriers mail out her benefit cards. Oh, okay. All right. And then all of your benefit cards are gonna be the same one, it's just gonna have her name and then it's gonna say plus family on them, or plus spouse, depending on which plan it will be that you're looking at. Okay. All right. And then for the medical one, that carrier

doesn't do the physical card sent home. It's gonna be a digital copy sent to her email. Okay, no problem. All right. So you guys are all set. Thank you so much for taking my call and translating for me. I hope you both have a wonderful rest of your day. You too. Thank you so much. Have a good one too. Okay. Yeah. Bye-bye. Bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be-

Speaker speaker_1: Hello.

Speaker speaker_0: ... monitored or recorded for quality assurance purposes. Good afternoon. My name is-

Speaker speaker_1: Hello.

Speaker speaker_0: ... Francesca with Benefits in a Card. I'm looking to speak with Ms. Jacques on behalf of Hospitality Staffing Solutions.

Speaker speaker_1: Say that again?

Speaker speaker_0: Yes, I'm looking to speak with Ms. Julie Noel Jacques on behalf of-

Speaker speaker_1: Oh, yeah.

Speaker speaker_0: ... Hospitality Staffing Solutions.

Speaker speaker_1: Oh, yeah, yeah. Uh, you can talk to me and she... I'm gonna... Okay, I'm gonna find her and, and your client and... Okay, Julie, hello, come on. Yeah. Yes, ma'am. Hello?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yeah, okay. She... Yeah, she, she come in mind. I'm gonna translate for her.

Speaker speaker_0: Okay. Does she speak Spanish?

Speaker speaker_1: Uh, no. French and Creole.

Speaker speaker_0: Okay. So, I actually need to do a verbal disclosure with her for you to translate. Is the phone on speaker?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Ms. Jacques, do you authorize me to speak with your spouse, so that he can translate?

Speaker speaker_1: . She say yes.

Speaker speaker_0: All right. So we're the company that handles the health insurance that the staffing company she applied to provides their employee. And we're looking at the form that she filled out on November 26th. She had selected to have vision, critical illness, and group accident for herself and the spouse-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... um, which I believe is you. But she didn't provide your information. So we're still missing at least your first and last name and date of birth to be able to put you into the policy.

Speaker speaker_1: Oh, she doesn't put my information?

Speaker speaker_0: No, sir. She only put your two daughters', Kamily and-

Speaker speaker_1: And Mireille?

Speaker speaker_0: ... Mireille. Yeah, but we don't have your information in here.

Speaker speaker_1: Oh, okay. So you need it?

Speaker speaker_0: Yes, sir. I need your first and last name and your s- date of birth.

Speaker speaker_1: Oh, okay. Sixto Noel, S-I-X-T-O, Noel, N-O-E-L. And date of birth, uh, May 6, 1974.

Speaker speaker_0: Okay, May 6, 1974. And then you said your first name? Can you spell that for me one more time? I have the last name-

Speaker speaker_1: S-

Speaker speaker_0: ... I just want to make sure I got the first name.

Speaker speaker_1: Okay. S-I-X-T-O.

Speaker speaker_0: X-I... I mean, S-I-X-D-O, right?

Speaker speaker_1: No, T-O, Sixto.

Speaker speaker_0: So it's a T-

Speaker speaker_1: Sixto.

Speaker speaker_0: ... not a C. That's... There we go.

Speaker speaker_1: Yeah, yeah, T. Yeah. And N-O-E-L, N-O-E-L.

Speaker speaker_0: All right. So from her paycheck, let her know it should be \$36.19, per... Actually, \$53.81 'cause she put the health for all of you guys. That's going to be deducted per paycheck for the health insurance.

Speaker speaker_1: This is 50... 58?

Speaker speaker_0: \$53. 5-3- and 81 cents.

Speaker speaker_1: 53... Oh, okay. All right.

Speaker speaker_0: All right, and then the last thing, um, that we need to discuss with her is she put three beneficiaries in total, all three of her daughters.

Speaker speaker_1: Sure.

Speaker speaker_0: It has to amount up to \$100. So one of them has to get more than the other.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: We want to know who she would like to give 10% more than the rest.

Speaker speaker_1: Um, the first one, uh, Chris Berry. Lisa Chrisberry-Noel.

Speaker speaker_0: All right. All right, so we are all set. Once she start working, it should take one to two weeks for them to start making those deductions. And then once she sees the first deduction, following Monday will be when her coverage becomes effective. And then that same week of activation, Friday will be when the carriers mail out her benefit cards.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: All right. And then all of your benefit cards are gonna be the same one, it's just gonna have her name and then it's gonna say plus family on them, or plus spouse, depending on which plan it will be that you're looking at.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. And then for the medical one, that carrier doesn't do the physical card sent home. It's gonna be a digital copy sent to her email.

Speaker speaker_1: Okay, no problem.

Speaker speaker_0: All right. So you guys are all set. Thank you so much for taking my call and translating for me. I hope you both have a wonderful rest of your day.

Speaker speaker_1: You too. Thank you so much. Have a good one too.

Speaker speaker_0: Okay. Yeah. Bye-bye.

Speaker speaker_1: Bye. Bye.