

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. This is Jessica, Benefits in a Card calling on behalf of Search Staffing to speak with Miss Worley. This is her. Yes, ma'am. Well, we're calling regarding the enrollment you were processing where you selected to be on the medical BID Standard Plan for yourself and child. Uh- I'm calling 'cause you didn't put the... Go ahead. Yes, ma'am. Go, go ahead. I'm sorry. Oh. No, it's okay. I was just gonna say you didn't put the child's information in there, so I was calling to see if you can provide it to me. I just need the first and last name and at least the date of birth. Well, I s- I di- I s- I didn't on purpose because I- Hmm. I, um, I n- I need more information about y- uh, your company as a whole, um, like in order to continue that part of it, uh, 'cause I... If you only-wanna take a minute to explain how you do things. Sure thing, ma'am. Um, quick question. When you say you want to know the company as a whole, do you mean the owners of the plan specifically or just what part- Oh. No. Uh, do you, do you, uh... Are you a temporary agency or do you help me find a permanent job or do I work through y'all or... Oh. Okay. So that will be a question you have to speak with Search Staffing. We're just a third-party administrator for the health insurance. Got you. So as far as anything related to the job, you have to speak with your office of Search locally since we only administer the health benefits. Okay. Um, let me do that and then, um... Because I have other stuff pending as well- Mm-hmm. ... I don't want to sign up for benefits there and then have to re- have to pull, you know, re- ru- um, cancel it, so... Okay. So what I can do for now is decline the benefits for now. Okay. And then once you are ready, you can give us a call. If you like, I can also send you a copy of the benefit guide. That would work if you wanna do- send it through my email. Do you have it? Yes, ma'am. I have it as your first name, F-I-S-K 77 at gmail.com. Yes, ma'am. That'd be great. All right. I'll go ahead and send you the copy of their benefit guide and then in regards to those questions, I will suggest locating the local Search office in your area 'cause we work with all of the Search offices countrywide. Uh-huh. And then they will be able to explain to you how Search works as well as how jobs with Search work. Okay. That'll be- that is what I'll do then. Uh, find my local, local one and talk to them first. All right. It was a pleasure speaking with you. Thank you so much for taking our call today. Thank you. Bye-bye. Mm-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello. This is Jessica, Benefits in a Card calling on behalf of Search Staffing to speak with Miss Worley.

Speaker speaker_2: This is her.

Speaker speaker_1: Yes, ma'am. Well, we're calling regarding the enrollment you were processing where you selected to be on the medical BID Standard Plan for yourself and child.

Speaker speaker_2: Uh-

Speaker speaker_1: I'm calling 'cause you didn't put the... Go ahead.

Speaker speaker_2: Yes, ma'am. Go, go ahead. I'm sorry.

Speaker speaker_1: Oh. No, it's okay. I was just gonna say you didn't put the child's information in there, so I was calling to see if you can provide it to me. I just need the first and last name and at least the date of birth.

Speaker speaker_2: Well, I s- I di- I s- I didn't on purpose because I-

Speaker speaker_1: Hmm.

Speaker speaker_2: I, um, I n- I need more information about y- uh, your company as a whole, um, like in order to continue that part of it, uh, 'cause I... If you only- wanna take a minute to explain how you do things.

Speaker speaker_1: Sure thing, ma'am. Um, quick question. When you say you want to know the company as a whole, do you mean the owners of the plan specifically or just what part-

Speaker speaker_2: Oh. No. Uh, do you, do you, uh... Are you a tempor- temporary agency or do you help me find a permanent job or do I work through y'all or...

Speaker speaker_1: Oh. Okay. So that will be a question you have to speak with Search Staffing. We're just a third-party administrator for the health insurance.

Speaker speaker_2: Got you.

Speaker speaker_1: So as far as anything related to the job, you have to speak with your office of Search locally since we only administer the health benefits.

Speaker speaker_2: Okay. Um, let me do that and then, um... Because I have other stuff pending as well-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... I don't want to sign up for benefits there and then have to re- have to pull, you know, re- ru- um, cancel it, so...

Speaker speaker_1: Okay. So what I can do for now is decline the benefits for now.

Speaker speaker_2: Okay.

Speaker speaker_1: And then once you are ready, you can give us a call. If you like, I can also send you a copy of the benefit guide.

Speaker speaker_2: That would work if you wanna do- send it through my email. Do you have it?

Speaker speaker_1: Yes, ma'am. I have it as your first name, F-I-S-K 77 at gmail.com.

Speaker speaker_2: Yes, ma'am. That'd be great.

Speaker speaker_1: All right. I'll go ahead and send you the copy of their benefit guide and then in regards to those questions, I will suggest locating the local Search office in your area 'cause we work with all of the Search offices countrywide.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: And then they will be able to explain to you how Search works as well as how jobs with Search work.

Speaker speaker_2: Okay. That'll be- that is what I'll do then. Uh, find my local, local one and talk to them first.

Speaker speaker_1: All right. It was a pleasure speaking with you. Thank you so much for taking our call today.

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_1: Mm-bye.