

Transcript: Francesca

Baez-4693578041573376-5979584162217984

Full Transcript

Your call may be- Hello. ... monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits in a Card. I'm looking to speak with Ms. Jones on behalf of Hospitality Staffing Solutions. This is she. Hello, ma'am. We were calling 'cause we see you were trying to process an enrollment for a medical and free RX membership for yourself and child- Mm-hmm. ... and for the child nation. So we were But- ... calling to see if we can get at least the first and last name and date of birth for the child you want on the policy. Yes. Um, I will have to spell it for you. Go ahead. O, as in Oscar, M as in Myers, O as in Oscar, H as in home, A as in apple, N as in Nancy. And then the last name is I as in igloo, Y as in yellow, O as in Oscar, B as in boy, E as in elephant, B as in boy, E as in elephant. All right. And what is the date of birth? Oh, go ahead. And the date, and the date of birth is September 20th, 2017. All right. And that is a son, correct? Yes. Mm-hmm. And were you looking to add anyone else, or just him and you? Just him and m- myself. All right. So that was all we were needing. Once you start working, allow one to two weeks- Uh-huh. ... for you to see the first deduction. And then once you see that very first deduction, following Monday is gonna be when coverage becomes effective. Okay. And that same week of activation, Friday, your coverage is gonna be effective and the carrier will mail out your benefit card. Okay. Okay, great. All right. Thank you so much for your time today, Ms. Jones. Thank you. Thank you. You have a good one. Thank you. 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.

Speaker speaker_2: Good afternoon. My name is Francesca with Benefits in a Card. I'm looking to speak with Ms. Jones on behalf of Hospitality Staffing Solutions.

Speaker speaker_1: This is she.

Speaker speaker_2: Hello, ma'am. We were calling 'cause we see you were trying to process an enrollment for a medical and free RX membership for yourself and child-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... and for the child nation.

Speaker speaker_1: So we were

Speaker speaker_3: But-

Speaker speaker_2: ... calling to see if we can get at least the first and last name and date of birth for the child you want on the policy.

Speaker speaker_3: Yes. Um, I will have to spell it for you.

Speaker speaker_2: Go ahead.

Speaker speaker_3: O, as in Oscar, M as in Myers, O as in Oscar, H as in home, A as in apple, N as in Nancy. And then the last name is I as in igloo, Y as in yellow, O as in Oscar, B as in boy, E as in elephant, B as in boy, E as in elephant.

Speaker speaker_2: All right. And what is the date of birth?

Speaker speaker_3: Oh, go ahead. And the date, and the date of birth is September 20th, 2017.

Speaker speaker_2: All right. And that is a son, correct?

Speaker speaker_3: Yes. Mm-hmm.

Speaker speaker_2: And were you looking to add anyone else, or just him and you?

Speaker speaker_3: Just him and m- myself.

Speaker speaker_2: All right. So that was all we were needing. Once you start working, allow one to two weeks-

Speaker speaker_3: Uh-huh.

Speaker speaker_2: ... for you to see the first deduction. And then once you see that very first deduction, following Monday is gonna be when coverage becomes effective.

Speaker speaker_3: Okay.

Speaker speaker_2: And that same week of activation, Friday, your coverage is gonna be effective and the carrier will mail out your benefit card.

Speaker speaker_3: Okay. Okay, great.

Speaker speaker_2: All right. Thank you so much for your time today, Ms. Jones.

Speaker speaker_3: Thank you. Thank you. You have a good one.

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_3: Bye.