

## Transcript: Francesca

**Baez-4704294482001920-4721139947716608**

### Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca of Benefits in a Car, looking to speak with Mr. Andersen on behalf of Focus Workforce Management. What now? Yes, sir. Once again, my name is Francesca with Benefits in a Car. I'm calling on behalf of Focus Workforce Management to speak with David Andersen. Sorry if I'm mispronouncing it. Where is this located at? In Norfolk, Nebraska? No, sir. Us, the third party that administer health insurance, we're located in South Carolina state, but we're calling on behalf of the industry Focus Workforce Management staffing. Okay. Um, so I'm applying for another job, I take it, or... I, I, I... don't understand. No, sir. If you wouldn't mind me before providing the reason for this call, can I verify if I'm speaking indeed with Mr. David Andersen? Yeah, this is him. I was just asking what, what was... No, I understand. The only reason why I wanted to verify, I didn't want to give a specific reason I was calling the member to a third party, just in case. So, we administer their health insurance, meaning that we handle the cancellations, the enrollment, or anything that has to do with their health insurance. We're calling you 'cause we received an online enrollment where you were requesting to be enrolled into medical and dental that Focus Workforce Management offers. You selected yourself and child, but we didn't get any information for the child. Mm-hmm. So, we're calling- I get it. ... to see if we can get, at least, your first and last name and date of birth- All right. ... to put them on the policy. Oh, so this is... I'm applying for HTC Jobs, correct? No, sir. You're applying with Focus Workforce Management. I do not see that being one of their children's company as I'm looking- But- ... over the line that we have. I've applied for about... I've probably had about four or five different jobs that I don't understand what this is. I'm trying to figure out what this is for. This is for insurance for my daughter, correct? Yes, sir. So, the reason why I'm not able to see which position specifically you applied under the staffing company, we only have access to their health insurance portion of it. Oh, okay. Oh, the staffing company that I applied for? Is it- Mm-hmm. ... the staffing company I applied for, is it, uh, HTC Jobs? Hmm. I do not see that being one of their children's companies. How about, uh, Archer Daniels Midland? Archer Daniels Mills? ADM? No, sir. Hmm. I do not see that being one of their children's company either. Maybe DTC instead of H? Oh, okay. Okay. Now, tell me a little bit more. DTC, correct? DCT Workforce? Yes, sir. That's one of their children's company. Maybe you're applying through them instead. Oh, okay. All right. You got me lost here 'cause I got... I applied for a bunch of jobs, and I, I, I... You got me lost here, sweetheart. I was- I'm new, too. Sorry. You got me way lost. I didn't understand what you were talking about, and I'm like, I, I- It's okay. ... applied for four or five different jobs, and I, I'm really lost. I'm really sorry, but okay. No, that's all right. So it's DTC, DTC Jobs, correct? Yes, sir. All right. Yeah, yeah, yeah. I should be on there, and then I just want to know if my daughter can be on there, too. I got full custody of my daughter,

and just, just put her on theirs for my... Just one child only. I only got one child, and I got full custody, so... And that's where, uh, basically I need a, I need a job for... Basically, I need a job to take care of my daughter 'cause I got full, I got full-time, and I'm a full father, full custody, too, so... All right. So then all I need for her to be on this policy once you start working with them is her first name and date of birth. Okay. Her first name is Courtney Andersen. That's A-N-D-E-R-S-E-N, Andersen. Sen, not sun. Sen. Uh, that would be my daughter. Okay. She was born in 12... December 9, 2009. December 9, 2009? Yes, ma'am. And could you spell her spelling for the last name to make sure I have it right? A-N-D-E-R-S-E-N. Same thing as my, my, my last name. Oh, sorry. I meant the first name. I apologize. Oh, oh, Courtney. It is Courtney. It's not... with a K, but not the K, but the C. C-O-U-R-T-N-E-Y. All right. Okay, so that's all set. So, the next step in regards to the employment you requested with them is going to be for them to reach out to you directly in regards to the specific job, since we only administer the health insurance itself. Okay. So that's, that's the, the administrator that... That's the, that's the gal that's, that's helping me out, correct? So that's- Um, yeah, that would be... That's- Mm-hmm. DTC will be the one- That- ... reaching out. Okay, so the DTC, that's, that's... Her name is Denise. She's trying to work with me, too, on this. Mm-hmm. So I'm just trying to figure it out here. Of course. Okay. Gotcha. All right. And then I do want to see... I think you put in two of your addresses. The system is only gonna be able to recognize one address. I have the 213 E 6 Street- Okay. ... and the PO Box number 5. Which of those would you like me to leave as your mailing address? My mailing address is, uh, PO Box 5. Okay, so I'll change it to just the PO box, and that's still going to be in Clarkson, Nebraska, 68629? Yes, ma'am. All right. So, you are all set, sir. The next step will be DTC reaching out to you. Okay? Oh, they are gonna reach out to me? Yes. They should be reaching out to you at some point in regards to the job application, 'cause we only do their health insurance. Oh, okay. So, do, do, do you know when they're gonna reach out to me? Today, tomorrow, you think, or... That part we're not too sure 'cause since they focus mainly on the job itself- Okay. ... we do not have any information in regards to that portion, unfortunately. Oh, okay. Okay. Got it. Okay. Gotcha. All right. All right. Um, sure. I'll just be waiting for the, the DTC to be giving me a phone call then, I guess, right? Yes, sir. Okay. All right. Okay. All right. Well, sorry. Sorry for that. I... You got me lost there 'cause I applied for so many jobs, and you got me... Like, what, what am I doing wrong here? No, it's okay. Like I said, I've been there before. During, during the whole job search, we can apply to a couple of different ones and be like, "Uh, which one is this one?" Right, right, right. You had me lost there for a minute. All right. Well, I thank you so much for your time, sir. I hope you have a wonderful rest of your day. You, too. Thank you very much. I really appreciate it. Of course. It was a pleasure. Thank you. Bye-bye. Mm-hmm. Bye-bye.

## Conversation Format

Speaker speaker\_0: Hello.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Good afternoon. My name is Francesca of Benefits in a Car, looking to speak with Mr. Andesen on behalf of Focus Workforce Management.

Speaker speaker\_0: What now?

Speaker speaker\_2: Yes, sir. Once again, my name is Francesca with Benefits in a Car. I'm calling on behalf of Focus Workforce Management to speak with David Andersen. Sorry if I'm mispronouncing it.

Speaker speaker\_0: Where is this located at? In Norfolk, Nebraska?

Speaker speaker\_2: No, sir. Us, the third party that administer health insurance, we're located in South Carolina state, but we're calling on behalf of the industry Focus Workforce Management staffing.

Speaker speaker\_0: Okay. Um, so I'm applying for another job, I take it, or... I, I, I... don't understand.

Speaker speaker\_2: No, sir. If you wouldn't mind me before providing the reason for this call, can I verify if I'm speaking indeed with Mr. David Andersen?

Speaker speaker\_0: Yeah, this is him. I was just asking what, what was...

Speaker speaker\_2: No, I understand. The only reason why I wanted to verify, I didn't want to give a specific reason I was calling the member to a third party, just in case. So, we administer their health insurance, meaning that we handle the cancellations, the enrollment, or anything that has to do with their health insurance. We're calling you 'cause we received an online enrollment where you were requesting to be enrolled into medical and dental that Focus Workforce Management offers. You selected yourself and child, but we didn't get any information for the child.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: So, we're calling-

Speaker speaker\_0: I get it.

Speaker speaker\_2: ... to see if we can get, at least, your first and last name and date of birth-

Speaker speaker\_0: All right.

Speaker speaker\_2: ... to put them on the policy.

Speaker speaker\_0: Oh, so this is... I'm applying for HTC Jobs, correct?

Speaker speaker\_2: No, sir. You're applying with Focus Workforce Management. I do not see that being one of their children's company as I'm looking-

Speaker speaker\_0: But-

Speaker speaker\_2: ... over the line that we have.

Speaker speaker\_0: I've applied for about... I've probably had about four or five different jobs that I don't understand what this is. I'm trying to figure out what this is for. This is for insurance for my daughter, correct?

Speaker speaker\_2: Yes, sir. So, the reason why I'm not able to see which position specifically you applied under the staffing company, we only have access to their health insurance portion of it.

Speaker speaker\_0: Oh, okay. Oh, the staffing company that I applied for? Is it-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: ... the staffing company I applied for, is it, uh, HTC Jobs?

Speaker speaker\_2: Hmm. I do not see that being one of their children companies.

Speaker speaker\_0: How about, uh, Archer Daniels Midland? Archer Daniels Mills? ADM?

Speaker speaker\_2: No, sir.

Speaker speaker\_0: Hmm.

Speaker speaker\_2: I do not that being one of their children's company either. Maybe DTC instead of H?

Speaker speaker\_0: Oh, okay. Okay. Now, tell me a little bit more. DTC, correct? DCT Workforce?

Speaker speaker\_2: Yes, sir. That's one of their children's company. Maybe you're applying through them instead.

Speaker speaker\_0: Oh, okay. All right. You got me lost here 'cause I got... I applied for a bunch of jobs, and I, I, I... You got me lost here, sweetheart. I was-

Speaker speaker\_2: I'm new, too. Sorry.

Speaker speaker\_0: You got me way lost. I didn't understand what you were talking about, and I'm like, I, I-

Speaker speaker\_2: It's okay.

Speaker speaker\_0: ... applied for four or five different jobs, and I, I'm really lost. I'm really sorry, but okay.

Speaker speaker\_2: No, that's all right.

Speaker speaker\_0: So it's DTC, DTC Jobs, correct?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_0: All right. Yeah, yeah, yeah. I should be on there, and then I just want to know if my daughter can be on there, too. I got full custody of my daughter, and just, just put her on theirs for my... Just one child only. I only got one child, and I got full custody, so... And that's where, uh, basically I need a, I need a job for... Basically, I need a job to take care of my daughter 'cause I got full, I got full-time, and I'm a full father, full custody, too, so...

Speaker speaker\_2: All right. So then all I need for her to be on this policy once you start working with them is her first name and date of birth.

Speaker speaker\_0: Okay. Her first name is Courtney Andersen. That's A-N-D-E-R-S-E-N, Andersen. Sen, not sun. Sen. Uh, that would be my daughter.

Speaker speaker\_2: Okay.

Speaker speaker\_0: She was born in 12... December 9, 2009.

Speaker speaker\_2: December 9, 2009?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_2: And could you spell her spelling for the last name to make sure I have it right?

Speaker speaker\_0: A-N-D-E-R-S-E-N. Same thing as my, my, my last name.

Speaker speaker\_2: Oh, sorry. I meant the first name. I apologize.

Speaker speaker\_0: Oh, oh, Courtney. It is Courtney. It's not... with a K, but not the K, but the C. C-O-U-R-T-N-E-Y.

Speaker speaker\_2: All right. Okay, so that's all set. So, the next step in regards to the employment you requested with them is going to be for them to reach out to you directly in regards to the specific job, since we only administer the health insurance itself.

Speaker speaker\_0: Okay. So that's, that's the, the administrator that... That's the, that's the gal that's, that's helping me out, correct? So that's-

Speaker speaker\_2: Um, yeah, that would be...

Speaker speaker\_0: That's-

Speaker speaker\_2: Mm-hmm. DTC will be the one-

Speaker speaker\_0: That-

Speaker speaker\_2: ... reaching out.

Speaker speaker\_0: Okay, so the DTC, that's, that's... Her name is Denise. She's trying to work with me, too, on this.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: So I'm just trying to figure it out here.

Speaker speaker\_2: Of course.

Speaker speaker\_0: Okay. Gotcha. All right.

Speaker speaker\_2: And then I do want to see... I think you put in two of your addresses. The system is only gonna be able to recognize one address. I have the 213 E 6 Street-

Speaker speaker\_0: Okay.

Speaker speaker\_2: ... and the PO Box number 5. Which of those would you like me to leave as your mailing address?

Speaker speaker\_0: My mailing address is, uh, PO Box 5.

Speaker speaker\_2: Okay, so I'll change it to just the PO box, and that's still going to be in Clarkson, Nebraska, 68629?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_2: All right. So, you are all set, sir. The next step will be DTC reaching out to you. Okay?

Speaker speaker\_0: Oh, they are gonna reach out to me?

Speaker speaker\_2: Yes. They should be reaching out to you at some point in regards to the job application, 'cause we only do their health insurance.

Speaker speaker\_0: Oh, okay. So, do, do, do you know when they're gonna reach out to me? Today, tomorrow, you think, or...

Speaker speaker\_2: That part we're not too sure 'cause since they focus mainly on the job itself-

Speaker speaker\_0: Okay.

Speaker speaker\_2: ... we do not have any information in regards to that portion, unfortunately.

Speaker speaker\_0: Oh, okay. Okay. Got it. Okay. Gotcha. All right. All right. Um, sure. I'll just be waiting for the, the DTC to be giving me a phone call then, I guess, right?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_0: Okay. All right. Okay. All right. Well, sorry. Sorry for that. I... You got me lost there 'cause I applied for so many jobs, and you got me... Like, what, what am I doing wrong here?

Speaker speaker\_2: No, it's okay. Like I said, I've been there before. During, during the whole job search, we can apply to a couple of different ones and be like, "Uh, which one is this one?"

Speaker speaker\_0: Right, right, right. You had me lost there for a minute.

Speaker speaker\_2: All right. Well, I thank you so much for your time, sir. I hope you have a wonderful rest of your day.

Speaker speaker\_0: You, too. Thank you very much. I really appreciate it.

Speaker speaker\_2: Of course. It was a pleasure.

Speaker speaker\_0: Thank you.

Speaker speaker\_2: Bye-bye.

Speaker speaker\_0: Mm-hmm. Bye-bye.