

## Transcript: Francesca

**Baez-4786044204531712-5740065694203904**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 000.com. My name is Francesca. How can I assist you today? Yes, I was calling... Um, I was on the phone with a representative. Um, I'm just trying to add... I already have coverage with y'all. I'm just trying to add my seven-year-old to the coverage. Will I be able to do two dependents instead of one? I have two kids. Hmm. When I applied, I only put me and my daughter. I just need to add my son. Okay. And what do you mean when you say, "Will I have, be able to make two payments instead of one?" I'm sorry. No, will I be able to add my son to me and my daughter? Um, because it's only showing me and my daughter. I forgot to add my seven-year-old. So basically I'm just trying to add him there and see how much more would it be? Okay. So I'll have to take a look and see if you're qualified for it. Okay. What are the last four of the Social and the staffing company that you're currently working with? Okay. The group number is 33-0- No, ma'am. I need the staffing company that you work with and your last four of the Social Number- Oh, okay. Oh. ... from earlier. So I don't have a way to put it in that way. Okay. Last four of Social is 3-3-6-4. And what staffing company do you work with? ATC Healthcare. Your last name, please? Hodgins. And I can't log in or nothing. Is a website I can log in and try to see what's going on, to see a breakdown of everything that I got? I'll have to take a look into your account, ma'am. Okay. Um, in regards to the website, there is a website, I believe. Yeah, I did look at that. But I'll have to see when you're 90 days rehired to see if you will be eligible to make any type of changes on that website, 'cause the system might not even let you log in. All right. Let me know. Okay. And then, could you verify your mailing address and date of birth to make sure I'm in the right account, please? Well, 31-1993 1100 West College Extension, Griffin, Georgia 30224. We have a different address on file. Yeah, 1149. Is that what you updated today? Yeah, my new address. 1149. 1-1-4-9. Yeah. E- Everything else the same, but the College Extension. Okay. And then I have your email down as your first and last name at gmail.com. White male, sorry. Yes. Yes, ma'am. Yes, ma'am. Can I show your phone number is 740-765-9309? Yes, ma'am. Miss Hudgins, I don't show any benefits with you with ATC Staffing. And we don't see any form requesting documents either being received. You don't have any coverage at the moment. That's crazy. Yes, I do. I... Um, they taking out every week of it. What are those deductions being labeled as on your pay stub? Uh, let me reach... Hold on. Mm-hmm. Give me one second, I'll pull it up real quick. One second. I... Perfect.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits 000.com. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Yes, I was calling... Um, I was on the phone with a representative. Um, I'm just trying to add... I already have coverage with y'all. I'm just trying to add my seven-year-old to the coverage. Will I be able to do two dependents instead of one? I have two kids.

Speaker speaker\_1: Hmm.

Speaker speaker\_2: When I applied, I only put me and my daughter. I just need to add my son.

Speaker speaker\_1: Okay. And what do you mean when you say, "Will I have, be able to make two payments instead of one?" I'm sorry.

Speaker speaker\_2: No, will I be able to add my son to me and my daughter? Um, because it's only showing me and my daughter. I forgot to add my seven-year-old. So basically I'm just trying to add him there and see how much more would it be?

Speaker speaker\_1: Okay. So I'll have to take a look and see if you're qualified for it.

Speaker speaker\_2: Okay.

Speaker speaker\_1: What are the last four of the Social and the staffing company that you're currently working with?

Speaker speaker\_2: Okay. The group number is 33-0-

Speaker speaker\_1: No, ma'am. I need the staffing company that you work with and your last four of the Social Number-

Speaker speaker\_2: Oh, okay. Oh.

Speaker speaker\_1: ... from earlier. So I don't have a way to put it in that way.

Speaker speaker\_2: Okay. Last four of Social is 3-3-6-4.

Speaker speaker\_1: And what staffing company do you work with?

Speaker speaker\_2: ATC Healthcare.

Speaker speaker\_1: Your last name, please?

Speaker speaker\_2: Hodgins. And I can't log in or nothing. Is a website I can log in and try to see what's going on, to see a breakdown of everything that I got?

Speaker speaker\_1: I'll have to take a look into your account, ma'am.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, in regards to the website, there is a website, I believe.

Speaker speaker\_2: Yeah, I did look at that.

Speaker speaker\_1: But I'll have to see when you're 90 days rehired to see if you will be eligible to make any type of changes on that website, 'cause the system might not even let you log in.

Speaker speaker\_2: All right. Let me know.

Speaker speaker\_1: Okay. And then, could you verify your mailing address and date of birth to make sure I'm in the right account, please?

Speaker speaker\_2: Well, 31-1993 1100 West College Extension, Griffin, Georgia 30224.

Speaker speaker\_1: We have a different address on file.

Speaker speaker\_2: Yeah, 1149.

Speaker speaker\_1: Is that what you updated today?

Speaker speaker\_2: Yeah, my new address. 1149. 1-1-4-9.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: E- Everything else the same, but the College Extension.

Speaker speaker\_1: Okay. And then I have your email down as your first and last name at gmail.com. White male, sorry.

Speaker speaker\_2: Yes. Yes, ma'am. Yes, ma'am.

Speaker speaker\_1: Can I show your phone number is 740-765-9309?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Miss Hudgins, I don't show any benefits with you with ATC Staffing. And we don't see any form requesting documents either being received. You don't have any coverage at the moment.

Speaker speaker\_2: That's crazy. Yes, I do. I... Um, they taking out every week of it.

Speaker speaker\_1: What are those deductions being labeled as on your pay stub?

Speaker speaker\_2: Uh, let me reach... Hold on.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Give me one second, I'll pull it up real quick. One second. I... Perfect.