

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca I'm calling looking to speak with Mr. Barnes on behalf of BGS Staffing. Hey. Hi. This is Claude Barnes. How you doing? Good. How are you today, sir? I'm doing good. And yourself? Good. Thank you for asking. The reason for my call is because we're processing the enrollment forms for the health insurance that BGS Staffing offers. Mm-hmm. And we received the one that you had filled out February 18, 2025, where you were requesting benefits for yourself and your spouse. Yeah. Um, as well as for yourself and child, but you didn't provide their information. Um, I don't n- not the child, but my spouse, um, I don't have her information in front of me and she's at work. Um, what I could do is I could... Is this the best number to reach her back at? That's how I could get the information from her, like her Social and all that stuff, and then I could call her and give it to you? Yes, sir. This would be a good number. Um, to be honest, the only information we really need from her will be her first and last name and date of birth, 'cause you're able to put your- Oh. Her first, first, first name is Allison, A-L-L-I-S-O-N. Same last name, Barnes. And date of birth is, um, 12/4/1979. 12/4/1979. Correct? Yes. Yeah. Correct. All right. And then you have selected primary virtual care for yourself and child. Did you say you want that? Uh, no. I don't need any child. It's, um, primary care... Um, what does that cover, primary care? That's a doctor's visit or, um... Yes, sir. So the primary care will be for your doctor's visits, like your physical checkup, in the event that you feel sick, anything like that. Yeah. That's why my, um, my, my, my daughter is on her mom's health insurance. All right. So then only put in your spouse for the plans you selected, correct? That's, yeah, correct. I made a mistake. Sorry. No. That's okay. Don't worry about it. Um, and then I did just want to clarify that short-term disability is only offered for employee only, so we will not be able to add her to that plan. Well, look at... right now. I'm on a very important phone call, man. ... phone call ... work. All right. So you are all set. Um, the total is going to come out to be, for the plans, based on your selection for yourself and your spouse, is going to be \$63.87 per paycheck. And once you start working and see that first deduction, following Monday is going to be when your coverage becomes effective. Okay. Sure. All right. And then if you have any questions insurance wise, it will be the phone number I called you on. And then anything else related to your job or the pay, it will be with BGS Staffing directly. Okay. All right. Thank you so much, sir, for taking my call as well as for your time today. It was a pleasure. All right. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Good afternoon. My name is Francesca I'm calling looking to speak with Mr. Barnes on behalf of BGS Staffing.

Speaker speaker_2: Hey. Hi. This is Claude Barnes. How you doing?

Speaker speaker_1: Good. How are you today, sir?

Speaker speaker_2: I'm doing good. And yourself?

Speaker speaker_1: Good. Thank you for asking. The reason for my call is because we're processing the enrollment forms for the health insurance that BGS Staffing offers.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And we received the one that you had filled out February 18, 2025, where you were requesting benefits for yourself and your spouse.

Speaker speaker_2: Yeah.

Speaker speaker_1: Um, as well as for yourself and child, but you didn't provide their information.

Speaker speaker_2: Um, I don't n- not the child, but my spouse, um, I don't have her information in front of me and she's at work. Um, what I could do is I could... Is this the best number to reach her back at? That's how I could get the information from her, like her Social and all that stuff, and then I could call her and give it to you?

Speaker speaker_1: Yes, sir. This would be a good number. Um, to be honest, the only information we really need from her will be her first and last name and date of birth, 'cause you're able to put your-

Speaker speaker_2: Oh. Her first, first, first name is Allison, A-L-L-I-S-O-N. Same last name, Barnes. And date of birth is, um, 12/4/1979.

Speaker speaker_1: 12/4/1979. Correct?

Speaker speaker_2: Yes. Yeah. Correct.

Speaker speaker_1: All right. And then you have selected primary virtual care for yourself and child. Did you say you want that?

Speaker speaker_2: Uh, no. I don't need any child. It's, um, primary care... Um, what does that cover, primary care? That's a doctor's visit or, um...

Speaker speaker_1: Yes, sir. So the primary care will be for your doctor's visits, like your physical checkup, in the event that you feel sick, anything like that.

Speaker speaker_2: Yeah. That's why my, um, my, my, my daughter is on her mom's health insurance.

Speaker speaker_1: All right. So then only put in your spouse for the plans you selected, correct?

Speaker speaker_2: That's, yeah, correct. I made a mistake. Sorry.

Speaker speaker_1: No. That's okay. Don't worry about it. Um, and then I did just want to clarify that short-term disability is only offered for employee only, so we will not be able to add her to that plan.

Speaker speaker_2: Well, look at... right now. I'm on a very important phone call, man. ... phone call ... work.

Speaker speaker_1: All right. So you are all set. Um, the total is going to come out to be, for the plans, based on your selection for yourself and your spouse, is going to be \$63.87 per paycheck. And once you start working and see that first deduction, following Monday is going to be when your coverage becomes effective.

Speaker speaker_2: Okay. Sure.

Speaker speaker_1: All right. And then if you have any questions insurance wise, it will be the phone number I called you on. And then anything else related to your job or the pay, it will be with BGS Staffing directly.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Thank you so much, sir, for taking my call as well as for your time today. It was a pleasure.

Speaker speaker_2: All right. Bye-bye.

Speaker speaker_1: Bye-bye.