

Transcript: Francesca

Baez-5004619198545920-6355701321482240

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning, ... Hello, and this is a ... card. My name is Francesca. How can I assist you today? Uh, yes, ma'am. My significant other needs his benefits card mailed to him. He never received it. We actually called a few, uh, a few months ago, requested it again and it still was never received. Are you a dependent on that policy? No, ma'am, but he's right here with me. I'm just calling to help take care of it. All right, so I will need verbal authorization from him if you will be the one doing the process with me. Um, and then I just have to do the verification with him as well, if that's okay. Absolutely. Yes, ma'am, he's right here. Yeah. I'm here. Good morning, sir. My name is Francesca with Benefits and Accard. Please keep in mind the line is recorded for quality services. What staffing company do you work with? Huh? She said, what company do you work with? AmeriStaff. Yeah, AmeriStaff. AmeriStaff in Eastman. American Staff or American Staff Core, sir? I think it's American Staff Core. I think AmeriStaff is their acronym. Uh, the thing is those are two different staffing companies actually. AmeriStaff is one of them and American Staff Core is another one. Okay, so it's AmeriStaff. Okay. And then the last four of his social? 6976. And your last name? Singleton. Okay, and Mr. Singleton, could you verify your mailing address and date of birth for me please? Uh, 1174 Laura Lane, Collinsville, Virginia. And... The zip code is 24078 and your birthdate is July 7th, 1971. All right. And then I have the best phone number to reach him, same as the one... I'll show you the difference, 828-341-0232. Yeah. That's correct. And I have your email with your first and last name, 79@gmail.com? Yes, that's correct. And then lastly, Mr. Singleton, do you authorize me to continue this call for your spouse? Yeah, that's fine. Let's see. Let's take a look. Okay. So the reason why he has not received the benefit card is due to the fact that the address itself on the system was misspelled. Okay. Instead of Lane they had L-A, and instead of Line they had it down as L-A-U-E-L, which I believe that will be the reason why he just haven't received them. Okay, and it was, it was spelled out... I'm so sorry, I heard Lane, the misspelling of that, but I didn't hear the other part. It's still there, it's still going. Okay. It was spelled down as L-A-U-E-L. Okay. It didn't have the R on it. Okay. Yes, ma'am. So I'm gonna go ahead and add the Rs. Do you want me to send digital copies to his email while you guys wait for the hard copies? Yes, please. All right, let me place a real quick call while I download them. Okay. I should be right back. It shouldn't take me more than three or four minutes, okay? Okay, great. Thank you. Thank you. I might've heard it download the cards in an email, so just be quick, please. You what? Somebody send us the... Send us the digital budget. I have a phone. We can do that real quick. Yeah, no problem. Great. So I went ahead and sent the request for the benefit cards to be sent to you guys. Okay. And then I am gonna be sending out the vision benefit card along with the dental and the medical to the email now. It will be sent from our office email, which is info@... Okay. And it'll be titled... Okay. Okay. And then

just verifying, um, the order that I submitted has your address on as 1174 Laurel, L-A-U-R-E-L, Lane, Collinsville, Virginia, 24078. Does everything sound clear? Yes. Yes, ma'am. That's correct. All right, great. Was there anything else we can assist you with today? Uh, no, ma'am. That's all I needed. All right. The longest it should take for him to receive those benefit cards in the mail would be three, four weeks max. And by four weeks if you do not see it, give us a call back. Okay, great. Will do. Thank you. Have a wonderful rest of your day. Thank you. You, too.

Conversation Format

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

Speaker speaker_1: Good morning, ...

Speaker speaker_2: Hello, and this is a ... card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, yes, ma'am. My significant other needs his benefits card mailed to him. He never received it. We actually called a few, uh, a few months ago, requested it again and it still was never received.

Speaker speaker_2: Are you a dependent on that policy?

Speaker speaker_1: No, ma'am, but he's right here with me. I'm just calling to help take care of it.

Speaker speaker_2: All right, so I will need verbal authorization from him if you will be the one doing the process with me. Um, and then I just have to do the verification with him as well, if that's okay.

Speaker speaker_1: Absolutely. Yes, ma'am, he's right here.

Speaker speaker_3: Yeah. I'm here.

Speaker speaker_2: Good morning, sir. My name is Francesca with Benefits and Accard. Please keep in mind the line is recorded for quality services. What staffing company do you work with?

Speaker speaker_3: Huh?

Speaker speaker_1: She said, what company do you work with? AmeriStaff.

Speaker speaker_3: Yeah, AmeriStaff. AmeriStaff in Eastman.

Speaker speaker_2: American Staff or American Staff Core, sir?

Speaker speaker_1: I think it's American Staff Core. I think AmeriStaff is their acronym.

Speaker speaker_2: Uh, the thing is those are two different staffing companies actually. AmeriStaff is one of them and American Staff Core is another one.

Speaker speaker_1: Okay, so it's AmeriStaff.

Speaker speaker_2: Okay. And then the last four of his social?

Speaker speaker_3: 6976.

Speaker speaker_2: And your last name?

Speaker speaker_3: Singleton.

Speaker speaker_2: Okay, and Mr. Singleton, could you verify your mailing address and date of birth for me please?

Speaker speaker_3: Uh, 1174 Laura Lane, Collinsville, Virginia. And...

Speaker speaker_1: The zip code is 24078 and your birthdate is July 7th, 1971.

Speaker speaker_2: All right. And then I have the best phone number to reach him, same as the one... I'll show you the difference, 828-341-0232.

Speaker speaker_3: Yeah.

Speaker speaker_1: That's correct.

Speaker speaker_2: And I have your email with your first and last name, 79@gmail.com?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_2: And then lastly, Mr. Singleton, do you authorize me to continue this call for your spouse?

Speaker speaker_3: Yeah, that's fine.

Speaker speaker_2: Let's see. Let's take a look. Okay. So the reason why he has not received the benefit card is due to the fact that the address itself on the system was misspelled.

Speaker speaker_1: Okay.

Speaker speaker_2: Instead of Lane they had L-A, and instead of Line they had it down as L-A-U-E-L, which I believe that will be the reason why he just haven't received them.

Speaker speaker_1: Okay, and it was, it was spelled out... I'm so sorry, I heard Lane, the misspelling of that, but I didn't hear the other part.

Speaker speaker_3: It's still there, it's still going.

Speaker speaker_2: Okay. It was spelled down as L-A-U-E-L.

Speaker speaker_1: Okay.

Speaker speaker_2: It didn't have the R on it.

Speaker speaker_1: Okay. Yes, ma'am.

Speaker speaker_2: So I'm gonna go ahead and add the Rs. Do you want me to send digital copies to his email while you guys wait for the hard copies?

Speaker speaker_1: Yes, please.

Speaker speaker_2: All right, let me place a real quick call while I download them.

Speaker speaker_1: Okay.

Speaker speaker_2: I should be right back. It shouldn't take me more than three or four minutes, okay?

Speaker speaker_1: Okay, great. Thank you.

Speaker speaker_2: Thank you.

Speaker speaker_4: I might've heard it download the cards in an email, so just be quick, please.

Speaker speaker_5: You what?

Speaker speaker_4: Somebody send us the... Send us the digital budget.

Speaker speaker_2: I have a phone.

Speaker speaker_4: We can do that real quick. Yeah, no problem. Great.

Speaker speaker_2: So I went ahead and sent the request for the benefit cards to be sent to you guys.

Speaker speaker_4: Okay.

Speaker speaker_2: And then I am gonna be sending out the vision benefit card along with the dental and the medical to the email now. It will be sent from our office email, which is info@...

Speaker speaker_4: Okay.

Speaker speaker_2: And it'll be titled...

Speaker speaker_4: Okay.

Speaker speaker_2: Okay. And then just verifying, um, the order that I submitted has your address on as 1174 Laurel, L-A-U-R-E-L, Lane, Collinsville, Virginia, 24078. Does everything sound clear?

Speaker speaker_4: Yes. Yes, ma'am. That's correct.

Speaker speaker_2: All right, great. Was there anything else we can assist you with today?

Speaker speaker_4: Uh, no, ma'am. That's all I needed.

Speaker speaker_2: All right. The longest it should take for him to receive those benefit cards in the mail would be three, four weeks max. And by four weeks if you do not see it, give us a

call back.

Speaker speaker_4: Okay, great. Will do.

Speaker speaker_2: Thank you. Have a wonderful rest of your day.

Speaker speaker_4: Thank you. You, too.