

Transcript: Francesca

Baez-5197227519590400-6120048420667392

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hello. This is Eric 3.0. I was calling to sign up for my health b- benefits. What staffing company do you work with? MAU. What is the last four of your Social? 1307. For security purposes, can you please verify your mailing address and your date of birth? 2231 Winston Way, Valledupar, Florida 30906. July 9th, '94. We have that phone number to reach you, 706-627-7071? Yes. And we have your email down as bernard22222299@yahoo.com? Yes. Okay. Bear with me one moment. So as of right now, we still haven't received your company's information for the company open enrollment period. We're still waiting on that. If you have waited for- So you have to be available for enrollment. So you've been waiting all day? Yes, sir. We're still waiting on the information to be sent over. I know you called in on November in regards to the same thing. Yeah. Um, but we're still waiting to receive the information for this year's enrollment period. Okay. Hold on real quick 'cause I'm going to talk to them. Um, I do have to let you know since they have an account administrator, which is us, they could possibly redirect you back to us, so you know. Oh, okay. Um, 'cause they... there's somebody on campus right now. I'm at work right now, but there's somebody on campus right now. Okay. I understand. Well, then was there anything else we can assist you with today? That's it. So, um, hold on real quick 'cause I had walked back there to bill and he said what it is I have to, uh, that they have to send over? So it's something that they do on their own. You speaking with them wouldn't expedite this. They have to send over the information for their company open enrollment period. This is something nationwide which means the United States in general, all of the MAU stores, I mean office, they haven't sent that yet. It's just one person that sends it over. It's something that happens between our company and MAU. Once again, if you speak directly with them, it wouldn't expedite this process. Okay. Um, 'cause they... I'm on campus right now and they should be in the office right now on campus. I understand, sir. But if we're the account administrators and we haven't received that information- Good. ... an extension of the company wouldn't have that information either. Okay. Yes, sir. Well, I'll just talk to them and I'll call you all back. Are y'all... How, um, how long are y'all open? We're open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. You said 8:00 AM to 5:00 PM? Yes, sir. 8:00 to 8:00. 8:00 AM to 8:00 PM Eastern Time. Oh. Okay. All right. Gotcha. No problem. Was there anything else that we can assist you with today? No, that's it. All right. I hope you have a wonderful rest of your day. Thank you for your time today. All right. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hello. This is Eric 3.0. I was calling to sign up for my health b- benefits.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: MAU.

Speaker speaker_1: What is the last four of your Social?

Speaker speaker_2: 1307.

Speaker speaker_1: For security purposes, can you please verify your mailing address and your date of birth?

Speaker speaker_2: 2231 Winston Way, Valledupar, Florida 30906. July 9th, '94.

Speaker speaker_1: We have that phone number to reach you, 706-627-7071?

Speaker speaker_2: Yes.

Speaker speaker_1: And we have your email down as bernard22222299@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Bear with me one moment. So as of right now, we still haven't received your company's information for the company open enrollment period. We're still waiting on that.

Speaker speaker_2: If you have waited for-

Speaker speaker_1: So you have to be available for enrollment.

Speaker speaker_2: So you've been waiting all day?

Speaker speaker_1: Yes, sir. We're still waiting on the information to be sent over. I know you called in on November in regards to the same thing.

Speaker speaker_2: Yeah.

Speaker speaker_1: Um, but we're still waiting to receive the information for this year's enrollment period.

Speaker speaker_2: Okay. Hold on real quick 'cause I'm going to talk to them.

Speaker speaker_1: Um, I do have to let you know since they have an account administrator, which is us, they could possibly redirect you back to us, so you know.

Speaker speaker_2: Oh, okay. Um, 'cause they... there's somebody on campus right now. I'm at work right now, but there's somebody on campus right now.

Speaker speaker_1: Okay. I understand. Well, then was there anything else we can assist you with today?

Speaker speaker_2: That's it. So, um, hold on real quick 'cause I had walked back there to bill and he said what it is I have to, uh, that they have to send over?

Speaker speaker_1: So it's something that they do on their own. You speaking with them wouldn't expedite this. They have to send over the information for their company open enrollment period. This is something nationwide which means the United States in general, all of the MAU stores, I mean office, they haven't sent that yet. It's just one person that sends it over. It's something that happens between our company and MAU. Once again, if you speak directly with them, it wouldn't expedite this process.

Speaker speaker_2: Okay. Um, 'cause they... I'm on campus right now and they should be in the office right now on campus.

Speaker speaker_1: I understand, sir. But if we're the account administrators and we haven't received that information-

Speaker speaker_2: Good.

Speaker speaker_1: ... an extension of the company wouldn't have that information either.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Well, I'll just talk to them and I'll call you all back. Are y'all... How, um, how long are y'all open?

Speaker speaker_1: We're open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time.

Speaker speaker_2: You said 8:00 AM to 5:00 PM?

Speaker speaker_1: Yes, sir. 8:00 to 8:00. 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_2: Oh. Okay. All right. Gotcha.

Speaker speaker_1: No problem. Was there anything else that we can assist you with today?

Speaker speaker_2: No, that's it.

Speaker speaker_1: All right. I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_2: All right. Thank you.