

Transcript: Francesca

Baez-5215469727956992-5181953011138560

Full Transcript

Your call has been forwarded to an automated voice messaging system. 929-841-4003 is not available. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options. Good morning, Mrs. Sanchez-Sanchez. My name is Francesca with Benefits in Your Car, calling you on behalf of your temporary care medical staffing resources agency. I was calling about the investigation that we opened to see if your temporary agency had a different frequency to send the payments as well as deducting them. Based on the information that we found, as well as the record that we have, the reason why when you called at 9:00 A.M. your account was not active is that your temporary agency had not yet sent the payments of your complete agency. The payments have been received today at 11:00. Momentarily, it already appears active for this week until Sunday, February 9th. This was in the moments when we are processing the payment to send it to your temporary agency. If she wanted some temporary cards, she would have to call the previous Friday, the 7th, when they would be ready, given that it was in those moments that they received the payment, and today would be when they would start creating their policy number, their benefit card, as well as putting their information into their system. If you have any questions or need any more help, please do not hesitate to call us at 800-497-4856, as well as taking into account that you no longer have to send a copy of your check. I hope you have a very good day and thank you for your time today.

Conversation Format

Speaker speaker_0: Your call has been forwarded to an automated voice messaging system. 929-841-4003 is not available. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options.

Speaker speaker_1: Good morning, Mrs. Sanchez-Sanchez. My name is Francesca with Benefits in Your Car, calling you on behalf of your temporary care medical staffing resources agency. I was calling about the investigation that we opened to see if your temporary agency had a different frequency to send the payments as well as deducting them. Based on the information that we found, as well as the record that we have, the reason why when you called at 9:00 A.M. your account was not active is that your temporary agency had not yet sent the payments of your complete agency. The payments have been received today at 11:00. Momentarily, it already appears active for this week until Sunday, February 9th. This was in the moments when we are processing the payment to send it to your temporary agency. If she wanted some temporary cards, she would have to call the previous Friday, the 7th, when they

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