

Transcript: Francesca

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Full Transcript

Your call is being recorded for quality assurance purposes. Hello. My name is Francesca with Benefits in a Card, looking to speak with Mr. Long on behalf of Verstella Terra Staffing. Yes? Yes, sir. We're going to call regarding the enrollment that you had requested back on end of December 2024. We're calling because unfortunately when you submitted your enrollment, you put in the first two digits of your Social number, so your policy never became accessed. We were calling to see if you still wanted to be enrolled so that it can be processed. Okay, are you a step agency, right? No, sir. We're Benefits in a Card calling on behalf of your staffing company. Oh, okay. Then you've got wrong number. You don't work with our staffing anymore? Yeah, I, uh, I work in a care aspect. Yeah. Then I have the right number, sir. Once again, you requested to have insurance with Terra Staffing by the end of December last year. Do you remember that? Yeah, just, uh, just one month, but, uh, the job gone, you know. It's now I, uh, I think that it's been gone, you know? When I return back on, uh, maybe next week. Yeah, maybe we get a new job. Yeah, we expand on value. You know, we get insurance again. Okay. Yeah, we get insurance again, yeah. But now, no more, yeah. Uh, in our office, no, there's no need to correct the enrollment and that in the event in the future if you want coverage, you'll call back. Okay, okay. Yeah. Thank you for your time. Have a great day. Okay, you too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call is being recorded for quality assurance purposes.

Speaker speaker_1: Hello. My name is Francesca with Benefits in a Card, looking to speak with Mr. Long on behalf of Verstella Terra Staffing.

Speaker speaker_2: Yes?

Speaker speaker_1: Yes, sir. We're going to call regarding the enrollment that you had requested back on end of December 2024. We're calling because unfortunately when you submitted your enrollment, you put in the first two digits of your Social number, so your policy never became accessed. We were calling to see if you still wanted to be enrolled so that it can be processed.

Speaker speaker_2: Okay, are you a step agency, right?

Speaker speaker_1: No, sir. We're Benefits in a Card calling on behalf of your staffing company.

Speaker speaker_2: Oh, okay. Then you've got wrong number.

Speaker speaker_1: You don't work with our staffing anymore?

Speaker speaker_2: Yeah, I, uh, I work in a care aspect. Yeah.

Speaker speaker_1: Then I have the right number, sir. Once again, you requested to have insurance with Terra Staffing by the end of December last year. Do you remember that?

Speaker speaker_2: Yeah, just, uh, just one month, but, uh, the job gone, you know. It's now I, uh, I think that it's been gone, you know? When I return back on, uh, maybe next week. Yeah, maybe we get a new job. Yeah, we expand on value. You know, we get insurance again.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah, we get insurance again, yeah. But now, no more, yeah.

Speaker speaker_1: Uh, in our office, no, there's no need to correct the enrollment and that in the event in the future if you want coverage, you'll call back.

Speaker speaker_2: Okay, okay. Yeah.

Speaker speaker_1: Thank you for your time. Have a great day.

Speaker speaker_2: Okay, you too. Bye-bye.

Speaker speaker_1: Bye.