

Transcript: Franchesca

Baez-5321423841607680-4625573372968960

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benetton. Uh, my name is ... can I assist you today? Fine, and you? I was just calling, my name is Jacqueline Griffie and, uh, I think I'm calling about my benefits that I had at GroupO. Okay. Do you have it on file? So when members call in, there's nothing that shows up in our screen, then when the call is answered, we have to look for the account manually. So I have to look at your account to see the status of it. What is the staffing company that you work with? I work with, well I'm with, uh, Alliance and GroupO, and I'm just trying to see, this might be my account number right here. So I would never be able to look it up that way, only the carrier would be. We're just an account administrator. So we work with multiple different staffing companies throughout the country in general. So our system, the way that it will narrow it down to take us to the right place to locate the account is by locating the staffing company name and then searching it down by the last four of your Social and your last name. Okay. Do you remember by any chance what the staffing company name used to be or it was while you were working with them? No, all I know is GroupO. A- A- A-N-T-O-O-L-I-N, GroupO. Okay. Um, so we don't have any staffing company that matches that name unfortunately, so I wouldn't be able to locate an account into our system for it. If you have any other- Well, can you look for... Yes, ma'am. Can you look for one that saying Crown? C-R-O-W-N. Crown Services? Yes. And what are the last four of your Social? 4419. Okay. And for security purposes, could you verify your mailing address and date of birth? Yes, ma'am. 308 East 18th Street, Apartment 3 and January the 13th, 1962. Okay, I have the last phone number to reach you, 270-484-4491. Same as caller ID shows- Mm-hmm. ... you're calling on today. Yes, ma'am. Can I show your email down... name jackie62@gmail.com? Uh-huh. It's Griffie. It's Griffie- What is that? ... Jackie 60... G-R-I-F-F-I-E, jackie62@gmail.com. Okay. So I see on the account that the only time you were active was during April 15 to the 21st. After that, we did not receive payment for the policy and it canceled itself after being inactive for four consecutive weeks. So at this moment, you don't have any active coverage, ma'am. Okay, thanks. No problem. Was there any other information that we can provide for you today? Mm-mm. No. Just check. I hope you have a wonderful rest of your day and 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 Benetton. Uh, my name is ... can I assist you today?

Speaker speaker_2: Fine, and you? I was just calling, my name is Jacqueline Griffie and, uh, I think I'm calling about my benefits that I had at GroupO.

Speaker speaker_1: Okay.

Speaker speaker_2: Do you have it on file?

Speaker speaker_1: So when members call in, there's nothing that shows up in our screen, then when the call is answered, we have to look for the account manually. So I have to look at your account to see the status of it. What is the staffing company that you work with?

Speaker speaker_2: I work with, well I'm with, uh, Alliance and GroupO, and I'm just trying to see, this might be my account number right here.

Speaker speaker_1: So I would never be able to look it up that way, only the carrier would be. We're just an account administrator. So we work with multiple different staffing companies throughout the country in general. So our system, the way that it will narrow it down to take us to the right place to locate the account is by locating the staffing company name and then searching it down by the last four of your Social and your last name.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you remember by any chance what the staffing company name used to be or it was while you were working with them?

Speaker speaker_2: No, all I know is GroupO. A- A- A-N-T-O-O-L-I-N, GroupO.

Speaker speaker_1: Okay. Um, so we don't have any staffing company that matches that name unfortunately, so I wouldn't be able to locate an account into our system for it. If you have any other-

Speaker speaker_2: Well, can you look for... Yes, ma'am. Can you look for one that saying Crown? C-R-O-W-N.

Speaker speaker_1: Crown Services?

Speaker speaker_2: Yes.

Speaker speaker_1: And what are the last four of your Social?

Speaker speaker_2: 4419.

Speaker speaker_1: Okay. And for security purposes, could you verify your mailing address and date of birth?

Speaker speaker_2: Yes, ma'am. 308 East 18th Street, Apartment 3 and January the 13th, 1962.

Speaker speaker_1: Okay, I have the last phone number to reach you, 270-484-4491. Same as caller ID shows-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... you're calling on today.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Can I show your email down... name jackie62@gmail.com?

Speaker speaker_2: Uh-huh. It's Griffie. It's Griffie-

Speaker speaker_1: What is that?

Speaker speaker_2: ... Jackie 60... G-R-I-F-F-I-E, jackie62@gmail.com.

Speaker speaker_1: Okay. So I see on the account that the only time you were active was during April 15 to the 21st. After that, we did not receive payment for the policy and it canceled itself after being inactive for four consecutive weeks. So at this moment, you don't have any active coverage, ma'am.

Speaker speaker_2: Okay, thanks.

Speaker speaker_1: No problem. Was there any other information that we can provide for you today?

Speaker speaker_2: Mm-mm. No. Just check.

Speaker speaker_1: I hope you have a wonderful rest of your day and thank you-