Transcript: Franchesca Baez-5369741858258944-5490810208337920

Full Transcript

Buenos días. Your call may be monitored or recorded for quality assurance purposes. No in Spanish. Good afternoon, my name is Francesca with Benefits in a Card. I'm calling to speak with Mr. Quintero Ponce on behalf of Hospitality Staffing Solutions. I didn't copy well. Can you repeat? My name is Francesca with Benefits in a Card. I'm calling to speak with Mr. Quintero Ponce on behalf of Hospitality Staffing Solutions. One moment, let me call him back. Excuse me? One moment. Okay. Mario? Yes. Yes, good afternoon. My name is Francesca with Benefits in a Card. I'm calling to speak with Mr. Quintero Ponce on behalf of Hospitality Staffing Solutions. Okay, correct. It's me. We're calling you from the company that administers the medical insurance that offers Hospitality Staffing Solutions about the form that you filled out on December 6th. You had asked for benefits for you and your children, but you did not put the information of the children. I have no children. Okay, so you just wanted the insurance for yourself? For me alone. I have no children. Ok, understood. So it would be $23.79 from each check. Do you authorize Hospitality Staffing Solutions to make these deductions once you start working? Okay, when I get a job. Okay. And lastly, Mr. Quintero, you did not put who would be the beneficiary of the life plan that you chose. Who would keep the amount of the benefit if something happens to you? Well, that's my-- my son who is here, adult and everything. Okay, what is his name and surname? Mario Quintero Sánchez. Perfect. Okay, so I already put the coverage for you alone and processed it. The next step would be for HSS to talk to you to tell you when the coverage-- I mean, when you would start working with them. Correct. Okay. Thank you very much for taking my call. I hope you have a good day. You too. Goodbye.

Conversation Format

Speaker speaker_0: Buenos días.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: No in Spanish.

Speaker speaker_1: Good afternoon, my name is Francesca with Benefits in a Card. I'm calling to speak with Mr. Quintero Ponce on behalf of Hospitality Staffing Solutions.

Speaker speaker_0: I didn't copy well. Can you repeat?

Speaker speaker_1: My name is Francesca with Benefits in a Card. I'm calling to speak with Mr. Quintero Ponce on behalf of Hospitality Staffing Solutions.

Speaker speaker_0: One moment, let me call him back.

Speaker speaker_1: Excuse me?

Speaker speaker_0: One moment.

Speaker speaker_1: Okay.

Speaker speaker_0: Mario? Yes.

Speaker speaker_1: Yes, good afternoon. My name is Francesca with Benefits in a Card. I'm calling to speak with Mr. Quintero Ponce on behalf of Hospitality Staffing Solutions.

Speaker speaker_0: Okay, correct. It's me.

Speaker speaker_1: We're calling you from the company that administers the medical insurance that offers Hospitality Staffing Solutions about the form that you filled out on December 6th. You had asked for benefits for you and your children, but you did not put the information of the children.

Speaker speaker_0: I have no children.

Speaker speaker_1: Okay, so you just wanted the insurance for yourself?

Speaker speaker_0: For me alone. I have no children.

Speaker speaker_1: Ok, understood. So it would be $23.79 from each check. Do you authorize Hospitality Staffing Solutions to make these deductions once you start working?

Speaker speaker_0: Okay, when I get a job.

Speaker speaker_1: Okay. And lastly, Mr. Quintero, you did not put who would be the beneficiary of the life plan that you chose. Who would keep the amount of the benefit if something happens to you?

Speaker speaker_0: Well, that's my-- my son who is here, adult and everything.

Speaker speaker_1: Okay, what is his name and surname?

Speaker speaker_0: Mario Quintero Sánchez.

Speaker speaker_1: Perfect. Okay, so I already put the coverage for you alone and processed it. The next step would be for HSS to talk to you to tell you when the coverage-- I mean, when you would start working with them.

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Thank you very much for taking my call. I hope you have a good day.

Speaker speaker_0: You too.

Speaker speaker_1: Goodbye.