

Transcript: Francesca

Baez-5479481602424832-5572392012693504

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yeah, I got a call from this, this number. Okay. So this is a call center, sir. Did they leave any voicemail? 'Cause I don't have anything in front of me when you call in. No, I didn't get a voicemail. Hold on, hold on. I'm, I'm just now getting one. Okay. Do you work with any staffing company maybe? Hello, sir. You still there? Yeah, I'm listening to the voicemail. Hold on one second, ma'am. Okay. Oh, okay. Okay. Now I get you. So we want information about 3LA before you were enrolled with 3LA. Okay, yeah. Um, that was seven... Hello? Okay. Um, were you able to listen to what the- Yes. Yes. She was telling me, 'cause I work for a temp agency and they were saying, they told me, it, it stated to call this number in order for me to enroll in the MVP plan that they had, and I called that number and the lady told me that, um, that that's... it's a, it's a completely different benefits provider and, um, that where they're... Oh, yeah, they're a completely different benefits provider and the one that I called is no longer in service. That's what the voicemail just said, the one I called is no longer in service. So she was telling me to call back so, um, we could, you know, enroll, enroll in, um, get the enrollment process started. So, I mean... Okay, what are the last three of the Social and the staffing company name? Um, uh, 4581. The staffing company is Partners Personnel. All right. Let's see. And what is the last name? Shahid, S-H-A-H-I-D. Did you just recently finish your application with them? Yes, ma'am. I haven't started, um, work with... I start Monday. Okay. Next week. So we don't... Okay. So we don't have access to your file 'cause we're not Partners Personnel. We're a different company that administer their health insurance. So our systems are different. The way that it works is their system basically sends over your file, the information to our system. But that hasn't happened yet, so you do have two choices. We can either go ahead and create an account, but we will need your full Social to do so. If you don't feel comfortable providing an unrecorded line, then it will be you calling in at some point throughout next week, um, which will be closed Thursday, Friday due to the holidays to be able to process that enrollment. Um, however, you do have 30 days after your first paycheck to make any enrollment. That will be your personal enrollment period. So it's completely up to which option you feel more comfortable with. Okay. Um, yeah, I'll wait till next week. Well, when it, next week, I don't, I don't get paid until the... I don't get paid until the week after next week. Okay. So I will... You said I have to wait till the... my first paycheck, right? 30 days after my first paycheck? No, sir. I'm saying the minute that you actually have a deadline, currently right now you don't since you haven't yet started to work. But the time when you will have a deadline to process that enrollment will be once you receive that first paycheck. After that first paycheck, then you have a 30-day timeline to be able to- Okay. ... process the enrollment. Okay. Okay. Yeah. Um, yeah, I'll just call sometime next week. Oh, okay. Do you want me to email you a

copy of your staffing company's benefit guide while we wait on them to send us the file? That way you can see which benefits they offer? Um, yes, ma'am. Okay. Bear with me one moment. Okay. Could you provide me that email address, please? N-O-O-K_, N-O-O-K_4@yahoo.com. Okay. I have N-O-O-K_4@yahoo.com? No, no, no, no. It's N-O-O-K_. Mm-hmm. Um, N-O-O-K_4@yahoo.com. So it's twice. There we go. Okay. So twice N-O-O-K_4@yahoo.com. Okay. Can you read it back again? Of course. N-O-O-K_ N-O-O-K_4@yahoo.com? Yeah, yeah. Okay. So I'll send it to you from our office email, which is info@benefitsinacard. It will be titled Benefit Guide. Okay. All right. And then if you have any questions while we wait to receive your file, either when you're checking to see if we have the file or just for any questions in general, you can always give us a call. That email is gonna have our time for our operational hours, as well as our phone number in there. Just keep in mind that 28, 29, we're gonna be closed. So Thanksgiving and the day afterwards, we'll be closed for the holidays. Okay, thank you. Of course. Was there anything else I can assist you with today? Or any questions you may have? No, ma'am. That's it. I understand. Thank you so much for calling today and your patience in allowing me to assist you. Have a wonderful rest of your day. You as well.

Conversation Format

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

Speaker speaker_2: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yeah, I got a call from this, this number.

Speaker speaker_2: Okay. So this is a call center, sir. Did they leave any voicemail? 'Cause I don't have anything in front of me when you call in.

Speaker speaker_1: No, I didn't get a voicemail. Hold on, hold on. I'm, I'm just now getting one.

Speaker speaker_2: Okay. Do you work with any staffing company maybe? Hello, sir. You still there?

Speaker speaker_1: Yeah, I'm listening to the voicemail. Hold on one second, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_3: Oh, okay. Okay. Now I get you. So we want information about 3LA before you were enrolled with 3LA.

Speaker speaker_1: Okay, yeah. Um, that was seven... Hello?

Speaker speaker_2: Okay. Um, were you able to listen to what the-

Speaker speaker_1: Yes. Yes. She was telling me, 'cause I work for a temp agency and they were saying, they told me, it, it stated to call this number in order for me to enroll in the MVP

plan that they had, and I called that number and the lady told me that, um, that that's... it's a, it's a completely different benefits provider and, um, that where they're... Oh, yeah, they're a completely different benefits provider and the one that I called is no longer in service. That's what the voicemail just said, the one I called is no longer in service. So she was telling me to call back so, um, we could, you know, enroll, enroll in, um, get the enrollment process started. So, I mean...

Speaker speaker_2: Okay, what are the last three of the Social and the staffing company name?

Speaker speaker_1: Um, uh, 4581. The staffing company is Partners Personnel.

Speaker speaker_2: All right. Let's see. And what is the last name?

Speaker speaker_1: Shahid, S-H-A-H-I-D.

Speaker speaker_2: Did you just recently finish your application with them?

Speaker speaker_1: Yes, ma'am. I haven't started, um, work with... I start Monday.

Speaker speaker_2: Okay.

Speaker speaker_1: Next week.

Speaker speaker_2: So we don't... Okay. So we don't have access to your file 'cause we're not Partners Personnel. We're a different company that administer their health insurance. So our systems are different. The way that it works is their system basically sends over your file, the information to our system. But that hasn't happened yet, so you do have two choices. We can either go ahead and create an account, but we will need your full Social to do so. If you don't feel comfortable providing an unrecorded line, then it will be you calling in at some point throughout next week, um, which will be closed Thursday, Friday due to the holidays to be able to process that enrollment. Um, however, you do have 30 days after your first paycheck to make any enrollment. That will be your personal enrollment period. So it's completely up to which option you feel more comfortable with.

Speaker speaker_1: Okay. Um, yeah, I'll wait till next week. Well, when it, next week, I don't, I don't get paid until the... I don't get paid until the week after next week.

Speaker speaker_2: Okay.

Speaker speaker_1: So I will... You said I have to wait till the... my first paycheck, right? 30 days after my first paycheck?

Speaker speaker_2: No, sir. I'm saying the minute that you actually have a deadline, currently right now you don't since you haven't yet started to work. But the time when you will have a deadline to process that enrollment will be once you receive that first paycheck. After that first paycheck, then you have a 30-day timeline to be able to-

Speaker speaker_1: Okay.

Speaker speaker_2: ... process the enrollment.

Speaker speaker_1: Okay. Okay. Yeah. Um, yeah, I'll just call sometime next week.

Speaker speaker_2: Oh, okay. Do you want me to email you a copy of your staffing company's benefit guide while we wait on them to send us the file? That way you can see which benefits they offer?

Speaker speaker_1: Um, yes, ma'am.

Speaker speaker_2: Okay. Bear with me one moment. Okay. Could you provide me that email address, please?

Speaker speaker_1: N-O-O-K_, N-O-O-K_4@yahoo.com.

Speaker speaker_2: Okay. I have N-O-O-K_4@yahoo.com?

Speaker speaker_1: No, no, no, no. It's N-O-O-K_.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, N-O-O-K_4@yahoo.com. So it's twice.

Speaker speaker_2: There we go. Okay. So twice N-O-O-K_4@yahoo.com.

Speaker speaker_1: Okay. Can you read it back again?

Speaker speaker_2: Of course. N-O-O-K_N-O-O-K_4@yahoo.com?

Speaker speaker_1: Yeah, yeah.

Speaker speaker_2: Okay. So I'll send it to you from our office email, which is info@benefitsinacard. It will be titled Benefit Guide.

Speaker speaker_1: Okay.

Speaker speaker_2: All right. And then if you have any questions while we wait to receive your file, either when you're checking to see if we have the file or just for any questions in general, you can always give us a call. That email is gonna have our time for our operational hours, as well as our phone number in there. Just keep in mind that 28, 29, we're gonna be closed. So Thanksgiving and the day afterwards, we'll be closed for the holidays.

Speaker speaker_1: Okay, thank you.

Speaker speaker_2: Of course. Was there anything else I can assist you with today? Or any questions you may have?

Speaker speaker_1: No, ma'am. That's it.

Speaker speaker_2: I understand. Thank you so much for calling today and your patience in allowing me to assist you. Have a wonderful rest of your day.

Speaker speaker_1: You as well.