

Transcript: Franchesca

Baez-5547082711089152-5251846021627904

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Yeah, Thank you. Welcome to Assisted Today. Uh, yeah, my name is Theresa Kell. Um, I got, um, a temp service that I got hired into, um, and... at UGN. And I need to know, um, what... I actually called there yesterday and the, uh, the lady I spoke to, I can't remember her name, told me she's gonna send me an email so that I could look at different plans that they have, 'cause I gotta turn it in by the 14th of February. So that's what I'm looking to get, is an email with the plans that I can get. I need to look at them and she didn't send me the email. What staffing company do you work with, and what are the last four of your Social? Um, um, 8209 is my Social. And the, uh, temp service that, um, got me into UGN is called, um... hold on, is called Workforce Management. What is the last name? Kell, K-E-L-L. For security purposes, can you please verify your mailing address and date of birth to make sure I'm in the right account? 2752 Wells Street, Lake Station, Indiana, 46405. And lastly, I'm just missing your date of birth. 5-19-69. I have the best phone number to reach you down as 219-628-2173. Correct. And then I have your email down as jw, your last name 72@hotmail.com? It's jwkell, no, jwkell72, yeah, @hotmail.com. Yeah, I was wondering if she just didn't do the email right or something, 'cause she said she was gonna send it to me, and I called yesterday, but I never got no email. So, she said I have to do it by February 14th, I believe she said. Let me double-check that for you. So I just sent you the benefit guide. Um, I do apologize. There was a weekly task list that was also attached to it by mistake. Oh, okay. So s- okay, so there was some kind of misunderstanding or something is why. Okay. Yeah, as long as you send me the guide so I can look over it and find the best plan for me, um, 'cause I have to have it in by February 14th, so I would like to look at it and see what my cheapest route would be. With my husband, you know, my husband's gonna be on it as well, so. Of course. Um, I wasn't able to locate, um, from when she sent it, I'm not sure if she used a personal employee email rather than the office one. Um- Uh-huh. But I wasn't seeing on the one that I sent you today by mistake when I requested the attachment to be sent. I also put in there a weekly task PDF file. You can simply ignore that one. Okay. Um, but yes, I see why she was saying you have through February 14th. Your 30 days will be out on February 16, but we're not open Saturday, Sundays. So February- Okay. ... 14, that Friday will be the last day we'll be able to assist you in processing the enrollment. Yeah, that's why I'm trying to get ahold of the, the, the game plan for right away so that I can get it in before the 14th. So, 'cause I work Monday through Friday until 3:00, so, so I'm gonna try and get it in there before the 14th so I'm ahead of the game. Understood. And then I believe you should have received a benefit guide. It is gonna be from our office, which is info@benefitsinacard.com. Okay. Should I look? Yes, ma'am, you can go ahead and take a look and see. I have not received it yet. Let me see. If you don't see it right away, it could be in your m- in your inbox or your, I mean, in your junk mail or your

spam mail. Okay, I'll look when I get off the phone here. I gotta look at it. Yeah, it's probably in there then. It's either, uh, spam or junk mail. Mm-hmm. Mm-hmm. Yeah. Okay, I'll look. Okay. Do you want me to try to do a second one just in case? Yeah, can you, just in case? Just to make sure. Of course. I'll find it. I'll find it. Okay. If not, I'll call you back on Monday. We are gonna be open all the way till 8:00 PM Eastern Time. Okay. So if any of you do have time later on tonight- Okay. ... and you don't see it there, and we're still open, you're more than welcome to give us another call as well. All right. Thank you so much for your help. I appreciate it. Of course. Was there anything else besides from that benefit guide that you need our assistance with today? No. Great. Thank you. No. I hope you have a wonderful rest of your day as well as your weekend. And you as well. Bye-bye. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yeah,

Speaker speaker_2: Thank you.

Speaker speaker_3: Welcome to Assisted Today.

Speaker speaker_1: Uh, yeah, my name is Theresa Kell. Um, I got, um, a temp service that I got hired into, um, and... at UGN. And I need to know, um, what... I actually called there yesterday and the, uh, the lady I spoke to, I can't remember her name, told me she's gonna send me an email so that I could look at different plans that they have, 'cause I gotta turn it in by the 14th of February. So that's what I'm looking to get, is an email with the plans that I can get. I need to look at them and she didn't send me the email.

Speaker speaker_2: What staffing company do you work with, and what are the last four of your Social?

Speaker speaker_1: Um, um, 8209 is my Social. And the, uh, temp service that, um, got me into UGN is called, um... hold on, is called Workforce Management.

Speaker speaker_2: What is the last name?

Speaker speaker_1: Kell, K-E-L-L.

Speaker speaker_2: For security purposes, can you please verify your mailing address and date of birth to make sure I'm in the right account?

Speaker speaker_1: 2752 Wells Street, Lake Station, Indiana, 46405.

Speaker speaker_2: And lastly, I'm just missing your date of birth.

Speaker speaker_1: 5-19-69.

Speaker speaker_2: I have the best phone number to reach you down as 219-628-2173.

Speaker speaker_1: Correct.

Speaker speaker_2: And then I have your email down as jw, your last name 72@hotmail.com?

Speaker speaker_1: It's jwkell, no, jwkell72, yeah, @hotmail.com. Yeah, I was wondering if she just didn't do the email right or something, 'cause she said she was gonna send it to me, and I called yesterday, but I never got no email. So, she said I have to do it by February 14th, I believe she said.

Speaker speaker_2: Let me double-check that for you. So I just sent you the benefit guide. Um, I do apologize. There was a weekly task list that was also attached to it by mistake.

Speaker speaker_1: Oh, okay. So s- okay, so there was some kind of misunderstanding or something is why. Okay. Yeah, as long as you send me the guide so I can look over it and find the best plan for me, um, 'cause I have to have it in by February 14th, so I would like to look at it and see what my cheapest route would be. With my husband, you know, my husband's gonna be on it as well, so.

Speaker speaker_2: Of course. Um, I wasn't able to locate, um, from when she sent it, I'm not sure if she used a personal employee email rather than the office one. Um-

Speaker speaker_1: Uh-huh.

Speaker speaker_2: But I wasn't seeing on the one that I sent you today by mistake when I requested the attachment to be sent. I also put in there a weekly task PDF file. You can simply ignore that one.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, but yes, I see why she was saying you have through February 14th. Your 30 days will be out on February 16, but we're not open Saturday, Sundays. So February-

Speaker speaker_1: Okay.

Speaker speaker_2: ... 14, that Friday will be the last day we'll be able to assist you in processing the enrollment.

Speaker speaker_1: Yeah, that's why I'm trying to get ahold of the, the, the game plan for right away so that I can get it in before the 14th. So, 'cause I work Monday through Friday until 3:00, so, so I'm gonna try and get it in there before the 14th so I'm ahead of the game.

Speaker speaker_2: Understood. And then I believe you should have received a benefit guide. It is gonna be from our office, which is info@benefitsinacard.com.

Speaker speaker_1: Okay. Should I look?

Speaker speaker_2: Yes, ma'am, you can go ahead and take a look and see.

Speaker speaker_1: I have not received it yet. Let me see.

Speaker speaker_2: If you don't see it right away, it could be in your m- in your inbox or your, I mean, in your junk mail or your spam mail.

Speaker speaker_1: Okay, I'll look when I get off the phone here. I gotta look at it. Yeah, it's probably in there then. It's either, uh, spam or junk mail.

Speaker speaker_2: Mm-hmm. Mm-hmm.

Speaker speaker_1: Yeah. Okay, I'll look.

Speaker speaker_2: Okay. Do you want me to try to do a second one just in case?

Speaker speaker_1: Yeah, can you, just in case? Just to make sure.

Speaker speaker_2: Of course.

Speaker speaker_1: I'll find it. I'll find it.

Speaker speaker_2: Okay.

Speaker speaker_1: If not, I'll call you back on Monday.

Speaker speaker_2: We are gonna be open all the way till 8:00 PM Eastern Time.

Speaker speaker_1: Okay.

Speaker speaker_2: So if any of you do have time later on tonight-

Speaker speaker_1: Okay.

Speaker speaker_2: ... and you don't see it there, and we're still open, you're more than welcome to give us another call as well.

Speaker speaker_1: All right. Thank you so much for your help. I appreciate it.

Speaker speaker_2: Of course. Was there anything else besides from that benefit guide that you need our assistance with today?

Speaker speaker_1: No. Great. Thank you. No.

Speaker speaker_2: I hope you have a wonderful rest of your day as well as your weekend.

Speaker speaker_1: And you as well. Bye-bye.

Speaker speaker_2: Thank you. Bye-bye.