

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits United. My name is Frances. How may I assist you today? Hi. I'm enrolling for the first time, and I have a couple of questions. Yes, sir. Yeah. So what staffing company do you work with? Uh, American Staff Incorporated. And what questions did you have? So, I'm adding a dependent, and I'm adding my fiance to it. And I wanted to make sure I'm choosing the right dropdown for that. 'Cause I tried choosing domestic partner, 'cause we're technically not married yet, and it said to call about that. And you are with American Staff, Clark, right? Yeah. So I think the reason why it asks you to call is 'cause some of our staffing companies require affidavit for you to be able to put in, and then some of them just do not allow it in general. Your staffing company specifically speaking, they do not allow it. So you have to- So they don't a- ... label your spouse. Okay. Okey-dokey. Well, that changes some things. I'm gonna have to look over stuff again and, and all that. Well, thank you for that expl- I do apologize. No. That, that's okay. That, that just, that just changes things out. 'Cause if I put down spouse, that's, that's bad. I shouldn't do that. It's up to your discretion. Well, don't tell me that. I mean, I'm paying for the coverage. But, um, okay. Uh... Shoot. Well, 'cause I have her- Well- ... I have her marked spouse right now. And I don't- Let's put it this way. Specifically speaking, the system told you to call us 'cause you selected domestic partner. Mm-hmm. Okay. I see what you're saying. Uh- Have you tried to submit it as the spouse by any chance? I, I did try as the spouse, but then- Mm-hmm. ... I was worried about legal ramifications of that. And that's why- Uh, hmm. ... I called ... clarification. So, your professional opinion is don't put her on there. Correct? To be quite honest, on the recorded line, I will say, it's up to your discretion how you would like to put her on the policy, to be quite honest. Okay. Thank you for- Of course. Yeah. See, then that's why I called you. Yeah. I'd rather be... I'd rather be honest with you. Mm-hmm. No. And I, and I understand. I understand. Well, thank you for taking my call very quickly. Um, I didn't have to sit on hold at all, and that was nice. Um, I'll go ahead and look this over again, and, uh, see if I make a decision on it. Thank you. Of course. My pleasure. Have a good one. Yep. You too. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits United. My name is Frances. How may I assist you today?

Speaker speaker_2: Hi. I'm enrolling for the first time, and I have a couple of questions.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Yeah.

Speaker speaker_1: So what staffing company do you work with?

Speaker speaker_2: Uh, American Staff Incorporated.

Speaker speaker_1: And what questions did you have?

Speaker speaker_2: So, I'm adding a dependent, and I'm adding my fiancé to it. And I wanted to make sure I'm choosing the right dropdown for that. 'Cause I tried choosing domestic partner, 'cause we're technically not married yet, and it said to call about that.

Speaker speaker_1: And you are with American Staff, Clark, right?

Speaker speaker_2: Yeah.

Speaker speaker_1: So I think the reason why it asks you to call is 'cause some of our staffing companies require affidavit for you to be able to put in, and then some of them just do not allow it in general. Your staffing company specifically speaking, they do not allow it. So you have to-

Speaker speaker_2: So they don't a-

Speaker speaker_1: ... label your spouse.

Speaker speaker_2: Okay. Okey-dokey. Well, that changes some things. I'm gonna have to look over stuff again and, and all that. Well, thank you for that expl-

Speaker speaker_1: I do apologize.

Speaker speaker_2: No. That, that's okay. That, that just, that just changes things out. 'Cause if I put down spouse, that's, that's bad. I shouldn't do that.

Speaker speaker_1: It's up to your discretion.

Speaker speaker_2: Well, don't tell me that. I mean, I'm paying for the coverage. But, um, okay. Uh... Shoot. Well, 'cause I have her-

Speaker speaker_1: Well-

Speaker speaker_2: ... I have her marked spouse right now. And I don't-

Speaker speaker_1: Let's put it this way. Specifically speaking, the system told you to call us 'cause you selected domestic partner.

Speaker speaker_2: Mm-hmm. Okay. I see what you're saying. Uh-

Speaker speaker_1: Have you tried to submit it as the spouse by any chance?

Speaker speaker_2: I, I did try as the spouse, but then-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... I was worried about legal ramifications of that. And that's why-

Speaker speaker_1: Uh, hmm.

Speaker speaker_2: ... I called

Speaker speaker_3: ... clarification. So, your professional opinion is don't put her on there. Correct?

Speaker speaker_1: To be quite honest, on the recorded line, I will say, it's up to your discretion how you would like to put her on the policy, to be quite honest.

Speaker speaker_2: Okay. Thank you for-

Speaker speaker_1: Of course.

Speaker speaker_2: Yeah. See, then that's why I called you.

Speaker speaker_1: Yeah. I'd rather be... I'd rather be honest with you.

Speaker speaker_2: Mm-hmm. No. And I, and I understand. I understand. Well, thank you for taking my call very quickly. Um, I didn't have to sit on hold at all, and that was nice. Um, I'll go ahead and look this over again, and, uh, see if I make a decision on it. Thank you.

Speaker speaker_1: Of course. My pleasure. Have a good one.

Speaker speaker_2: Yep. You too.

Speaker speaker_1: Bye.

Speaker speaker_2: Bye.