

## **Transcript: Francesca**

**Baez-5583598368800768-5262507754602496**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... with Francesca. How can I assist you today? Hey. Um, I was calling to ask about getting insurance benefits through you guys. And what staffing company do you work with? Um, I work with Crown Staffing. What are the last four of the Social? Four, three, one, six. And the last name, please? Thompson. You said the last four of the Social is four, three, one, six? Yes, ma'am. Do you have any other last name attached from Thompson? N... no. Do you want me to spell it? No, ma'am. There's no need. We don't have your account yet. Did you just recently finish your application with Crown Services? Um, no. I'm on my second week working here. Okay. So we don't have your file as of yet. You do have the option to create it with us over the phone but we will need your full Social. If you don't feel comfortable providing it on our recorded line then it would just be, be you calling in periodically to check and see if we have received it yet. You said call back in a few days? Yes, ma'am. Okay. Do... Will Crown just like automatically set that up for me in a few days? No, ma'am. You have to call in to request it. The only thing that Crown Services will do is an auto enrollment into the medical preventative care plan per their company policy. But any other enrollment you would like to do, you'll have to call in so that we can process it for you. Okay. Is this like the number for Crown Staffing? No, ma'am. That's the phone number for Benefits ... The administrators for health insurance of the staffing company, Crown Services being one of them. So like if I work with Crown Staffing, does Crown Services give me insurance? Yes, ma'am. We're just the account administrator. We don't own the benefits and the benefits are not through us. We just administer those services. Okay. Can I... Can I like give you my info to figure something out about that so I can get insurance? So the only thing that I can do right now is create a file which I will need your full Social in order to do so. Without a file, there isn't anything else that I can assist with 'cause I don't have somewhere to process that enrollment. Okay. This... W-will... Do you... Why is there not a file there? 'Cause it has not been sent over to us yet, ma'am. You're still recently considered a new hire with Crown Services. Mm-hmm. Their system doesn't send the information by automatically. None of the staffing companies in general, they don't send that information automatically right away. Okay. But it, it will come through to you soon, right? At some point, yes, ma'am. They have to send it over since we're the administrators for this h- health benefits. Okay. Thank you. No problem. We're open 8:00 AM to 8:00 PM Monday to Fridays Eastern Time. Okay. Thank you. Have a great day. 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 ... with Francesca. How can I assist you today?

Speaker speaker\_2: Hey. Um, I was calling to ask about getting insurance benefits through you guys.

Speaker speaker\_1: And what staffing company do you work with?

Speaker speaker\_2: Um, I work with Crown Staffing.

Speaker speaker\_1: What are the last four of the Social?

Speaker speaker\_2: Four, three, one, six.

Speaker speaker\_1: And the last name, please?

Speaker speaker\_2: Thompson.

Speaker speaker\_1: You said the last four of the Social is four, three, one, six?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Do you have any other last name attached from Thompson?

Speaker speaker\_2: N... no. Do you want me to spell it?

Speaker speaker\_1: No, ma'am. There's no need. We don't have your account yet. Did you just recently finish your application with Crown Services?

Speaker speaker\_2: Um, no. I'm on my second week working here.

Speaker speaker\_1: Okay. So we don't have your file as of yet. You do have the option to create it with us over the phone but we will need your full Social. If you don't feel comfortable providing it on our recorded line then it would just be, be you calling in periodically to check and see if we have received it yet.

Speaker speaker\_2: You said call back in a few days?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay. Do... Will Crown just like automatically set that up for me in a few days?

Speaker speaker\_1: No, ma'am. You have to call in to request it. The only thing that Crown Services will do is an auto enrollment into the medical preventative care plan per their company policy. But any other enrollment you would like to do, you'll have to call in so that we can process it for you.

Speaker speaker\_2: Okay. Is this like the number for Crown Staffing?

Speaker speaker\_1: No, ma'am. That's the phone number for Benefits ... The administrators for health insurance of the staffing company, Crown Services being one of them.

Speaker speaker\_2: So like if I work with Crown Staffing, does Crown Services give me insurance?

Speaker speaker\_1: Yes, ma'am. We're just the account administrator. We don't own the benefits and the benefits are not through us. We just administer those services.

Speaker speaker\_2: Okay. Can I... Can I like give you my info to figure something out about that so I can get insurance?

Speaker speaker\_1: So the only thing that I can do right now is create a file which I will need your full Social in order to do so. Without a file, there isn't anything else that I can assist with 'cause I don't have somewhere to process that enrollment.

Speaker speaker\_2: Okay. This... W- will... Do you... Why is there not a file there?

Speaker speaker\_1: 'Cause it has not been sent over to us yet, ma'am. You're still recently considered a new hire with Crown Services.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Their system doesn't send the information by automatically. None of the staffing companies in general, they don't send that information automatically right away.

Speaker speaker\_2: Okay. But it, it will come through to you soon, right?

Speaker speaker\_1: At some point, yes, ma'am. They have to send it over since we're the administrators for this h- health benefits.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: No problem. We're open 8:00 AM to 8:00 PM Monday to Fridays Eastern Time.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Have a great day.

Speaker speaker\_2: You too. Bye-bye.