

## Transcript: Franchesca

**Baez-5665081000771584-5278008951488512**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca ■... benefit ■... card, calling to speak with Ms. Murray on behalf of TRC Staffing. Yes? Yes, ma'am. We were given your call regarding an enrollment you were processing online yesterday, to which you put in benefits for yourself and spouse but didn't put your spouse's information. We're calling to ■... provide it for us. Okay. Yes, I can provide it for you. All right. What is his first and last name? Um, Shexnieavia Pope. I can spell it for you. It's, um, S-H-E-X-N-I-E-A-V-I-A. Hold on. S-H-E-X-N-I-E-A-V-I-A. Yeah. All right. And what is that last name? Pope. P-O-P-E. Do you have his Social by any chance? Um, yes. It's 591... uh, hold on. 591-30-8107. 8107? Yes. All right. And then the last thing will be his date of birth, please. Okay. It is... Let's see. I'm sorry. I was just- It's okay. ... going on lunch break. Hold on. Let me clock in... Lunch... Okay. So it's 1:32. Okay. I'm sorry about that. What was the question that you asked me? That's okay. Um, what is his date of birth? Uh, eight two... You're about to go for me? Mm-hmm. Oh my. I'm not dealing with this shit. I swear to God, I'm not. I'm sorry. Um- It's okay. Eight two... Eight two eighty-four. Okay. August 2nd of the 84, correct? That's correct. All right. Thank you so much. That was all the information we were missing. So the process is already on its way. Once you see the very first deduction of the 6010 on your pay stub, following Monday your benefits are gonna be active. In that same week of activation, Friday, your carriers will send out the benefit card. Uh-huh. Now the carrier for the medical plan that you selected, the VIP Standard, they only do a digital copy which they'll send to your email on file that you put brittanymurray86@yahoo.com. But if you guys need a physical copy to be sent to your house, give us a call- Okay. ... that week of activation so we can request for it. Yeah, do you... Okay. You said what now, ma'am? Yes, ma'am. I was saying your medical plan, they don't send a physical benefit card unless you request it. Uh-huh. So once you become active, give us a call so that we can go ahead and put the order for you, 'cause they're just gonna send you a digital copy to your email. No, I'm not. Okay. What you say? I'm sorry, ma'am. That's fine. Okay. I was just letting you know that the medical card for the VIP Standard plan won't be sent to your house physically. It's gonna be digital- Uh-huh. ... copies into your email. So if you want a hard copy- Okay. ... just give us a call once you're active to request it. Okay. When will it start? So, it is already processing, so if you don't see it starting either next week or next paycheck, if you don't see it deducted, it will be the following. And then once you do see- Okay. ... the deduction, following Monday you're active. Okay. All right. So you are- I'm sorry. I just had a lot going on. It's okay. It sounds like it. Yeah. Thank you. That's it. Of course. Thank you so much for taking one call. Have a great day. You too.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good afternoon. My name is Francesca ■... benefit ■... card, calling to speak with Ms. Murray on behalf of TRC Staffing.

Speaker speaker\_2: Yes?

Speaker speaker\_1: Yes, ma'am. We were given your call regarding an enrollment you were processing online yesterday, to which you put in benefits for yourself and spouse but didn't put your spouse's information. We're calling to ■... provide it for us.

Speaker speaker\_2: Okay. Yes, I can provide it for you.

Speaker speaker\_1: All right. What is his first and last name?

Speaker speaker\_2: Um, Shexnieavia Pope. I can spell it for you. It's, um, S-H-E-X-N-I-E-A-V-I-A. Hold on. S-H-E-X-N-I-E-A-V-I-A. Yeah.

Speaker speaker\_1: All right. And what is that last name?

Speaker speaker\_2: Pope. P-O-P-E.

Speaker speaker\_1: Do you have his Social by any chance?

Speaker speaker\_2: Um, yes. It's 591... uh, hold on. 591-30-8107.

Speaker speaker\_1: 8107?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. And then the last thing will be his date of birth, please.

Speaker speaker\_2: Okay. It is... Let's see. I'm sorry. I was just-

Speaker speaker\_1: It's okay.

Speaker speaker\_2: ... going on lunch break. Hold on. Let me clock in... Lunch... Okay. So it's 1:32. Okay. I'm sorry about that. What was the question that you asked me?

Speaker speaker\_1: That's okay. Um, what is his date of birth?

Speaker speaker\_2: Uh, eight two... You're about to go for me?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Oh my. I'm not dealing with this shit. I swear to God, I'm not. I'm sorry. Um-

Speaker speaker\_1: It's okay.

Speaker speaker\_2: Eight two... Eight two eighty-four.

Speaker speaker\_1: Okay. August 2nd of the 84, correct?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: All right. Thank you so much. That was all the information we were missing. So the process is already on its way. Once you see the very first deduction of the 6010 on your pay stub, following Monday your benefits are gonna be active. In that same week of activation, Friday, your carriers will send out the benefit card.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Now the carrier for the medical plan that you selected, the VIP Standard, they only do a digital copy which they'll send to your email on file that you put brittanymurray86@yahoo.com. But if you guys need a physical copy to be sent to your house, give us a call-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... that week of activation so we can request for it.

Speaker speaker\_2: Yeah, do you... Okay. You said what now, ma'am?

Speaker speaker\_1: Yes, ma'am. I was saying your medical plan, they don't send a physical benefit card unless you request it.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: So once you become active, give us a call so that we can go ahead and put the order for you, 'cause they're just gonna send you a digital copy to your email.

Speaker speaker\_2: No, I'm not. Okay. What you say? I'm sorry, ma'am.

Speaker speaker\_1: That's fine.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I was just letting you know that the medical card for the VIP Standard plan won't be sent to your house physically. It's gonna be digital-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... copies into your email. So if you want a hard copy-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... just give us a call once you're active to request it.

Speaker speaker\_2: Okay. When will it start?

Speaker speaker\_1: So, it is already processing, so if you don't see it starting either next week or next paycheck, if you don't see it deducted, it will be the following. And then once you do see-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... the deduction, following Monday you're active.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. So you are-

Speaker speaker\_2: I'm sorry. I just had a lot going on.

Speaker speaker\_1: It's okay. It sounds like it.

Speaker speaker\_2: Yeah. Thank you. That's it.

Speaker speaker\_1: Of course. Thank you so much for taking one call. Have a great day.

Speaker speaker\_2: You too.