

## Transcript: Francesca

**Baez-5738430829477888-6051354991181824**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi. I'm a Google virtual calling assistant, recording this call for the person you're trying to reach. Can you say what you're calling about? Benefits with Focus Workforce Management. Thanks. Connecting you now. Hello? Yes, hello. Good afternoon. My name is Francesca of Benefits 10-0 card. I'm looking to speak with Ms. Castro on behalf of Focus Workforce Management. Uh, yes. Just one second. I'm on the floor. I have to step off. One moment. I'm so sorry. Give me one sec. Okay. Give me one second. I need to step off the floor. Give me one sec. Sorry about this. It's okay. All right. Are you still there? Yes, ma'am. Okay. Um, so I was calling- Go ahead. ... in, in regards to the enrollment you processed online on January 21st for yourself and your spouse. You didn't provide the spouse's information, so we're calling to provi- to get it. Oh, I thought I typed that in. Hold on one sec. Do I still have to give you back? ... step. It's for Super Calling. I'm pulling up, uh, on our ... I'm here, I'm, I'm pulling up the information that I typed in. Um, what information did I not provide? Um, so there was no information whatsoever on this policy for the spouse. If you don't have their social, that's fine, but I do at least need their first and last name and date of birth. Yes. Okay. So their first name is Samantha. Uh, and their last name is Winters with a, a S at the end. All right. And then, what is her date of birth? Um, 7/18/95. 95. All right. So you are all set. Um, from the 21st, it should take one to two weeks for your employer to start t- making those deductions. And then when you see that first 5221, following Monday, that coverage will be effective and then Friday- Mm-hmm. ... of that activation will be when the carriers will send out those benefit cards. I do have to say, the medical part isn't gonna be coming in physically. They only send that digital copy to your email. If you do want a physical one once you're active, give us a call so we can put in that request for you. Okay. So it should be ready around mid-February, you would think? Um- Mm-hmm. At some point, either February 3rd or 10th, 'cause that's the one matches up- Okay. ... to that timeframe. Unless there's anything that hinders on your side and company end to make those deductions. All right. Thank you. All right. Well. Thank you for taking my call. Hope you have a wonderful rest of your day. Thank you for your time today. You too. That was-

### Conversation Format

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

Speaker speaker\_1: Hi. I'm a Google virtual calling assistant, recording this call for the person you're trying to reach. Can you say what you're calling about?

Speaker speaker\_2: Benefits with Focus Workforce Management.

Speaker speaker\_1: Thanks. Connecting you now.

Speaker speaker\_3: Hello?

Speaker speaker\_2: Yes, hello. Good afternoon. My name is Francesca of Benefits 10-0 card. I'm looking to speak with Ms. Castro on behalf of Focus Workforce Management.

Speaker speaker\_3: Uh, yes. Just one second. I'm on the floor. I have to step off. One moment. I'm so sorry. Give me one sec.

Speaker speaker\_2: Okay.

Speaker speaker\_3: Give me one second. I need to step off the floor. Give me one sec. Sorry about this.

Speaker speaker\_2: It's okay.

Speaker speaker\_3: All right. Are you still there?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_3: Okay.

Speaker speaker\_2: Um, so I was calling-

Speaker speaker\_3: Go ahead.

Speaker speaker\_2: ... in, in regards to the enrollment you processed online on January 21st for yourself and your spouse. You didn't provide the spouse's information, so we're calling to provi- to get it.

Speaker speaker\_3: Oh, I thought I typed that in. Hold on one sec. Do I still have to give you back? ... step. It's for Super Calling. I'm pulling up, uh, on our ... I'm here, I'm, I'm pulling up the information that I typed in. Um, what information did I not provide?

Speaker speaker\_2: Um, so there was no information whatsoever on this policy for the spouse. If you don't have their social, that's fine, but I do at least need their first and last name and date of birth.

Speaker speaker\_3: Yes. Okay. So their first name is Samantha. Uh, and their last name is Winters with a, a S at the end.

Speaker speaker\_2: All right. And then, what is her date of birth?

Speaker speaker\_3: Um, 7/18/95.

Speaker speaker\_2: 95. All right. So you are all set. Um, from the 21st, it should take one to two weeks for your employer to start t- making those deductions. And then when you see that first 5221, following Monday, that coverage will be effective and then Friday-

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_2: ... of that activation will be when the carriers will send out those benefit cards. I do have to say, the medical part isn't gonna be coming in physically. They only send that digital copy to your email. If you do want a physical one once you're active, give us a call so we can put in that request for you.

Speaker speaker\_3: Okay. So it should be ready around mid-February, you would think?

Speaker speaker\_2: Um-

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_2: At some point, either February 3rd or 10th, 'cause that's the one matches up-

Speaker speaker\_3: Okay.

Speaker speaker\_2: ... to that timeframe. Unless there's anything that hinders on your side and company end to make those deductions.

Speaker speaker\_3: All right. Thank you. All right. Well.

Speaker speaker\_2: Thank you for taking my call. Hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker\_3: You too. That was-