

Transcript: Francesca

Baez-5768765960929280-5374371965485056

Full Transcript

Your call may be monitored- Hello. ... or recorded for quality assurance purposes. Good afternoon. My name is Francesca benefits and o carr looking to speak with Mr. Robert Allen on behalf of BGS Staffing. On behalf of staffing? BGS Staffing. Yes, sir. Yes. Um, yes, sir. I was calling in regards to the text message received earlier today. Um, to which you replied, "Who is this?" Uh, say that again. Yes, sir. I'm calling in regards to the text message you received today around 11:00 AM to which you replied, "Who is this?" Uh... The text message said to you, "Welcome to BGS Staffing." Oh, yes. Okay. Okay. Okay. Yes, sir. I was just calling to clarify. That was your system letting you in regards to your personal enrollment period. All of the members when they're new they get that text message just reminding you that you're eligible to enroll into coverage. Um, sa- say that one more time. I'm sorry. I'm, my, my hearing ain't that good right now. Yes, sir. I was just letting you know that text message was sent from your staffing company system. All new members get it. Just as a courtesy reminder that you're eligible to process any enrollments for insurance. I thought I had already done that. Yes, sir. But the system being a computer doesn't have a way to filter who has already enrolled and who hasn't. Well, I mean, I filled out a- So that's the reason why you see it added. Yeah. I filled out a whole bunch of paperwork including, uh, about insurance, dental, health, all that. Yes, sir. We did receive it. Yours is processing. We're just waiting on the activation payment. I was just calling to clarify what the text message was for. Oh, okay. Okay. No, that's- 'Cause I ge- I get a lot of weird texts from weird numbers and, you know, I, I usually do that to, to see what's going on. I understood. So we're just calling to clarify that for you. Was there anything else we can help you with today? Uh, no that'd be about it. All right. Thank you for your time. Have a great day. You too, ma'am. Bye-bye. All right. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored-

Speaker speaker_1: Hello.

Speaker speaker_0: ... or recorded for quality assurance purposes.

Speaker speaker_2: Good afternoon. My name is Francesca benefits and o carr looking to speak with Mr. Robert Allen on behalf of BGS Staffing.

Speaker speaker_1: On behalf of staffing?

Speaker speaker_2: BGS Staffing. Yes, sir.

Speaker speaker_1: Yes.

Speaker speaker_2: Um, yes, sir. I was calling in regards to the text message received earlier today. Um, to which you replied, "Who is this?"

Speaker speaker_1: Uh, say that again.

Speaker speaker_2: Yes, sir. I'm calling in regards to the text message you received today around 11:00 AM to which you replied, "Who is this?"

Speaker speaker_1: Uh...

Speaker speaker_2: The text message said to you, "Welcome to BGS Staffing."

Speaker speaker_1: Oh, yes. Okay. Okay. Okay.

Speaker speaker_2: Yes, sir. I was just calling to clarify. That was your system letting you in regards to your personal enrollment period. All of the members when they're new they get that text message just reminding you that you're eligible to enroll into coverage.

Speaker speaker_1: Um, sa- say that one more time. I'm sorry. I'm, my, my hearing ain't that good right now.

Speaker speaker_2: Yes, sir. I was just letting you know that text message was sent from your staffing company system. All new members get it. Just as a courtesy reminder that you're eligible to process any enrollments for insurance.

Speaker speaker_1: I thought I had already done that.

Speaker speaker_2: Yes, sir. But the system being a computer doesn't have a way to filter who has already enrolled and who hasn't.

Speaker speaker_1: Well, I mean, I filled out a-

Speaker speaker_2: So that's the reason why you see it added.

Speaker speaker_1: Yeah. I filled out a whole bunch of paperwork including, uh, about insurance, dental, health, all that.

Speaker speaker_2: Yes, sir. We did receive it. Yours is processing. We're just waiting on the activation payment. I was just calling to clarify what the text message was for.

Speaker speaker_1: Oh, okay. Okay.

Speaker speaker_2: No, that's-

Speaker speaker_1: 'Cause I ge- I get a lot of weird texts from weird numbers and, you know, I, I usually do that to, to see what's going on.

Speaker speaker_2: I understood. So we're just calling to clarify that for you. Was there anything else we can help you with today?

Speaker speaker_1: Uh, no that'd be about it.

Speaker speaker_2: All right. Thank you for your time. Have a great day.

Speaker speaker_1: You too, ma'am.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: All right. Bye.