

Transcript: Francesca

Baez-5795524820647936-5719457023967232

Full Transcript

Your call has been forwarded to voice mail. Your call may be monitored or recorded for quality assurance purposes. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up. Good afternoon. My name is Francesca Benefits and I'm currently giving a call to speak with Mr. Buendia on behalf of Focus Workforce Management. We're calling in regards to the online process enrollment request from February... Sorry, not February, on January 31st, 2023, last Friday. You asked to have two medical plans for yourself and family but sir, you did not- Hello. ... provide... Yes, hello? Yes. Um, sorry about that. What was that? Good afternoon. My name is Francesca Benefits and I called p- please keep in mind that I'll be recorded for quality assistance. We're giving you a call today in regards to an enrollment form you submitted online Friday 31st for yourself and family. You didn't provide your family's information into the policy, sir. I'm sorry, you said that so fast. W- what... I'm so sorry, but what did you, what did you say? You tried to enroll into medical coverage with Focus Workforce Management online. You requested to have coverage with your family but you did not provide them, sir. Without their information, they can't use the coverage and you cannot request a reimbursement. Oh, okay. Okay. Um, yeah, so- Do you have time to provide your name, date of birth and socials? Um, so they pretty much said that the positions are filled and I'm not able to... to work there. That's why I was- Okay. ... like confused. I don't know, I don't know what happened, but yeah. They said that I was not able to, um, to work there all of a sudden. Yep. And I'm, I'm pretty, I'm pretty devastated, but... Did you want me to go ahead and cancel the enrollment? Unfortunately, we're not with the staffing company. We only administer the health benefits. Got you. Yeah, um, uh, yeah, I, I, I guess cancel because, yeah, I guess I won't be working there anymore. I'm, I'm, I'm so sorry to, um, inconvenience you. No, sir, it's not an inconvenience at all. That's what we're here for. I'll go ahead and process the cancellation and append the enrollment then, okay? Okay. Have a wonderful rest of your day and thank you for taking my call today. You're welcome.

Conversation Format

Speaker speaker_0: Your call has been forwarded to voice mail.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker_2: Good afternoon. My name is Francesca Benefits and I'm currently giving a call to speak with Mr. Buendia on behalf of Focus Workforce Management. We're calling in regards to the online process enrollment request from February... Sorry, not February, on January 31st, 2023, last Friday. You asked to have two medical plans for yourself and family but sir, you did not-

Speaker speaker_3: Hello.

Speaker speaker_2: ... provide... Yes, hello?

Speaker speaker_3: Yes. Um, sorry about that. What was that?

Speaker speaker_2: Good afternoon. My name is Francesca Benefits and I called p- please keep in mind that I'll be recorded for quality assistance. We're giving you a call today in regards to an enrollment form you submitted online Friday 31st for yourself and family. You didn't provide your family's information into the policy, sir.

Speaker speaker_3: I'm sorry, you said that so fast. W- what... . I'm so sorry, but what did you, what did you say?

Speaker speaker_2: You tried to enroll into medical coverage with Focus Workforce Management online. You requested to have coverage with your family but you did not provide them, sir. Without their information, they can't use the coverage and you cannot request a reimbursement.

Speaker speaker_3: Oh, okay. Okay. Um, yeah, so-

Speaker speaker_2: Do you have time to provide your name, date of birth and socials?

Speaker speaker_3: Um, so they pretty much said that the positions are filled and I'm not able to... to work there. That's why I was-

Speaker speaker_2: Okay.

Speaker speaker_3: ... like confused. I don't know, I don't know what happened, but yeah. They said that I was not able to, um, to work there all of a sudden. Yep. And I'm, I'm pretty, I'm pretty devastated, but...

Speaker speaker_2: Did you want me to go ahead and cancel the enrollment? Unfortunately, we're not with the staffing company. We only administer the health benefits.

Speaker speaker_3: Got you. Yeah, um, uh, yeah, I, I, I guess cancel because, yeah, I guess I won't be working there anymore. I'm, I'm, I'm so sorry to, um, inconvenience you.

Speaker speaker_2: No, sir, it's not an inconvenience at all. That's what we're here for. I'll go ahead and process the cancellation and append the enrollment then, okay?

Speaker speaker_3: Okay.

Speaker speaker_2: Have a wonderful rest of your day and thank you for taking my call today.

Speaker speaker_3: You're welcome.