

## Transcript: Francesca

**Baez-5847002625130496-4582485232500736**

### Full Transcript

Thank you for calling Benefits and Requirement. My name is Francesca. How can I assist you today? Hi, uh, I was actually just checking, um, I've had several payments come out and I still haven't gotten coverage yet. Um, and I had sent some pay stubs in, and I was told that, uh, everything was being reviewed and that I should've gotten a call back yesterday but didn't, so I'm just kinda checking to see where everything stands. Sure thing, sir. I can take a look into your account. I do wanna say the turnaround time for any documents submitted is 24 to 48 business hours from when they're submitted, so let's take a look. What staffing company do you work with? Um, Partners Personnel. Hm, that actually explains it. What are the last four of your Social? 0555. And the last name, please? Nester, N-E-S-T-E-R. Could you please verify your mailing address and your date of birth so that I can make sure I have the right account in front of me? Mm-hmm, 704 19th Street Northwest, Canton, Ohio, 44709. And then my date of birth is August 3rd, 1987. We have the best phone number to reach you down as 614-464-7161. Mm-hmm. And we have your email down as ericjnester@gmail.com. Correct. All right. Okay, um, so before anything, I do have to say I believe one of the reasons why you do see the deductions but coverage itself hasn't been activated is 'cause your staffing company is one of the few companies that takes the payment out in advance. If I'm not mistaken, it's two weeks in advance that they take it out. But as far as it goes to the pay stubs that you have submitted, I do see here that we have not gotten any update since the 3rd. So I'll have to reach out to the main office as well as the agent that was taking care of the y-investigation to see if they have any updates that haven't been uploaded to your account. Okay. All right. So I should be giving you a call back in regards to that, if not by the end of today, it will be at some point tomorrow before 12:00 PM. Okay, and this is, that's what I was told Monday as well, that I would get called yesterday, and that didn't happen. And also, this is the first time anyone's said that it's, that they typically take two weeks. I was told after the first payment, it'd be the next Monday. And I called that Monday and was told, "Oh, it'll be the next one." Then I called that Monday, and now I'm told it'll be the 10th, which will be three Mondays in a row. So three payments coming out before anything happens as far as coverage goes. Um, so, like, if I don't get a call back today, I'm just gonna... I'll, I'll need refunded the, the payments that have come out because I'm not gonna pay for a service I can't use. So I do apologize for this inconvenience. I cannot vouch for other agents, but I can 100% reassure you that if I do not reach you by the end of today, it will definitely be before 12:00 PM tomorrow. There isn't anything else that I can reassure aside from my word, unfortunately. Okay, we'll see. Understood, and then as far as the issue of them not advising you that your staffing company makes those t- deductions in advance, they're one of the few. Most of all of our staffing companies that we work with is usually- No, no, I understand that, and if that's- ... giving this information. ... and if that's the case, then that's fine. Like, if that's what they

typically do, that's fine, but it's not what I was told. This, this is, like, the fourth call I've made. First time I've heard that. So, like, I'm getting told different information from different people. Um, and like I said, I'm just trying to use the, the insurance that I'm paying for, and so far I can't. I understand, sir. I look forward to fixing your issue and getting back with you. Okay. Have a great day. You as well.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and Requirement. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi, uh, I was actually just checking, um, I've had several payments come out and I still haven't gotten coverage yet. Um, and I had sent some pay stubs in, and I was told that, uh, everything was being reviewed and that I should've gotten a call back yesterday but didn't, so I'm just kinda checking to see where everything stands.

Speaker speaker\_0: Sure thing, sir. I can take a look into your account. I do wanna say the turnaround time for any documents submitted is 24 to 48 business hours from when they're submitted, so let's take a look. What staffing company do you work with?

Speaker speaker\_1: Um, Partners Personnel.

Speaker speaker\_0: Hm, that actually explains it. What are the last four of your Social?

Speaker speaker\_1: 0555.

Speaker speaker\_0: And the last name, please?

Speaker speaker\_1: Nester, N-E-S-T-E-R.

Speaker speaker\_0: Could you please verify your mailing address and your date of birth so that I can make sure I have the right account in front of me?

Speaker speaker\_1: Mm-hmm, 704 19th Street Northwest, Canton, Ohio, 44709. And then my date of birth is August 3rd, 1987.

Speaker speaker\_0: We have the best phone number to reach you down as 614-464-7161.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And we have your email down as ericjnester@gmail.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right. Okay, um, so before anything, I do have to say I believe one of the reasons why you do see the deductions but coverage itself hasn't been activated is 'cause your staffing company is one of the few companies that takes the payment out in advance. If I'm not mistaken, it's two weeks in advance that they take it out. But as far as it goes to the pay stubs that you have submitted, I do see here that we have not gotten any update since the 3rd. So I'll have to reach out to the main office as well as the agent that was taking care of

the y- investigation to see if they have any updates that haven't been uploaded to your account.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. So I should be giving you a call back in regards to that, if not by the end of today, it will be at some point tomorrow before 12:00 PM.

Speaker speaker\_1: Okay, and this is, that's what I was told Monday as well, that I would get called yesterday, and that didn't happen. And also, this is the first time anyone's said that it's, that they typically take two weeks. I was told after the first payment, it'd be the next Monday. And I called that Monday and was told, "Oh, it'll be the next one." Then I called that Monday, and now I'm told it'll be the 10th, which will be three Mondays in a row. So three payments coming out before anything happens as far as coverage goes. Um, so, like, if I don't get a call back today, I'm just gonna... I'll, I'll need refunded the, the payments that have come out because I'm not gonna pay for a service I can't use.

Speaker speaker\_0: So I do apologize for this inconvenience. I cannot vouch for other agents, but I can 100% reassure you that if I do not reach you by the end of today, it will definitely be before 12:00 PM tomorrow. There isn't anything else that I can reassure aside from my word, unfortunately.

Speaker speaker\_1: Okay, we'll see.

Speaker speaker\_0: Understood, and then as far as the issue of them not advising you that your staffing company makes those t- deductions in advance, they're one of the few. Most of all of our staffing companies that we work with is usually-

Speaker speaker\_1: No, no, I understand that, and if that's-

Speaker speaker\_0: ... giving this information.

Speaker speaker\_1: ... and if that's the case, then that's fine. Like, if that's what they typically do, that's fine, but it's not what I was told. This, this is, like, the fourth call I've made. First time I've heard that. So, like, I'm getting told different information from different people. Um, and like I said, I'm just trying to use the, the insurance that I'm paying for, and so far I can't.

Speaker speaker\_0: I understand, sir. I look forward to fixing your issue and getting back with you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Have a great day.

Speaker speaker\_1: You as well.