

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits 10-09. My name is Francesca. How can I assist you today? Hello. I called, um, March... the week of March 24th and I spoke to a lady, and I told her I wanted to cancel my health insurance, like the VIP standard that I was paying for. I, and I repeated this to her f- multiple times. I wanted to keep the dental and I wanted to keep the vision. She canceled it all. So now I don't have coverage because she canceled it all. I told her, and she even asked me multiple times, "Um, you only wanna cancel the health insurance?" And I said, "Yes." And she said, "Okay, your payment will go down to \$5 a week, \$5 and some cents." And I said, "Okay, that's great." So now I don't have any coverage for dental or vision. Okay, let's take a look into your account. Which staffing company do you work with? HD Staffing. And what are the last four of the Social? 6022. And the last name? Newman. Please verify your mailing address and date of birth to make sure I have the right account in front of me. 1313 MacArthur Street, Apartment S2, Manchester, Tennessee 37355. And the date of birth? 09/25/2000. I have just contact the same phone number that you called us on of 450-2831. Yeah, 450-2831. And I have your email down as first and last name, 0925@gmail.com? Yes. And Miss Newman, who told you that currently you don't have any insurance? It's not coming out of my paychecks. For the last three paychecks, I have not paid anything to BIC. Okay. So the reason why I asked that question, Miss Newman, is because she did in fact process your cancellation as you requested it, keeping the dental and the vision. HD Staffing however hasn't sent a payment for benefits since April 7th. This is your third week inactive, but not due to the full policy being canceled, it's just due to the fact that we haven't received any payments from HD. Did you stop working with them? Well, s- No. I've been here for three years. And you didn't get hired on by your assignment, correct? I am an HD employee. Like I am a... I work as HD. I am HD. I'm not a 10- Okay. So you're an hi- Gotcha, you're an HD staff member. Yes. I can ask the front office to look into it, because you haven't worked, I mean, missed work either by the I- what it sounds like, right? No, I've had a paycheck ever since. All right. So the only possibility of why it's not coming out to your known, knowledge, sorry, would be an issue itself or the full policy haven't been canceled. Okay. I'm also sending the payroll lady an email just telling her that, um, BIC hasn't received any payment from me since April 7th. So I don't know if it's something she can do on her end too. Mm-kay. More than likely she'll hear from one of the front office staff members, 'cause I'm gonna put them to look into it as well. Okay. So the front office usually takes 24 to 48 business hours when they process any ticket put in. Mm-hmm. As soon as she gets back to me, I'll give you a call. Is there a specific timeframe where you would like me to try that call, or as soon as I hear back just give you a call? Just as soon as you hear back. Understood. All right, and then just making sure that my notes gonna have all the information that we discussed. Um, so to your knowledge there is no reason whatsoever unless the full policy had been canceled as

to why they have not made those deductions, 'cause you have not missed work or taken off work within the last three weeks, correct? Yes. All right. Okay, so I'll send this out to them, Miss Newman, and as soon as I hear back, I'll go ahead and give you that call and keep you in the loop, okay? Okay. Thank you so much for your help. Of course. Thank you so much for your patient, and hopefully I'll be able to give you that call back roughly very soon. Okay, thank you. Of course, have a great day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-09. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hello. I called, um, March... the week of March 24th and I spoke to a lady, and I told her I wanted to cancel my health insurance, like the VIP standard that I was paying for. I, and I repeated this to her f- multiple times. I wanted to keep the dental and I wanted to keep the vision. She canceled it all. So now I don't have coverage because she canceled it all. I told her, and she even asked me multiple times, "Um, you only wanna cancel the health insurance?" And I said, "Yes." And she said, "Okay, your payment will go down to \$5 a week, \$5 and some cents." And I said, "Okay, that's great." So now I don't have any coverage for dental or vision.

Speaker speaker_0: Okay, let's take a look into your account. Which staffing company do you work with?

Speaker speaker_1: HD Staffing.

Speaker speaker_0: And what are the last four of the Social?

Speaker speaker_1: 6022.

Speaker speaker_0: And the last name?

Speaker speaker_1: Newman.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: 1313 MacArthur Street, Apartment S2, Manchester, Tennessee 37355.

Speaker speaker_0: And the date of birth?

Speaker speaker_1: 09/25/2000.

Speaker speaker_0: I have just contact the same phone number that you called us on of 450-2831.

Speaker speaker_1: Yeah, 450-2831.

Speaker speaker_0: And I have your email down as first and last name, 0925@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: And Miss Newman, who told you that currently you don't have any insurance?

Speaker speaker_1: It's not coming out of my paychecks. For the last three paychecks, I have not paid anything to BIC.

Speaker speaker_0: Okay. So the reason why I asked that question, Miss Newman, is because she did in fact process your cancellation as you requested it, keeping the dental and the vision. HD Staffing however hasn't sent a payment for benefits since April 7th. This is your third week inactive, but not due to the full policy being canceled, it's just due to the fact that we haven't received any payments from HD. Did you stop working with them?

Speaker speaker_1: Well, s- No. I've been here for three years.

Speaker speaker_0: And you didn't get hired on by your assignment, correct?

Speaker speaker_1: I am an HD employee. Like I am a... I work as HD. I am HD. I'm not a 10-

Speaker speaker_0: Okay. So you're an hi- Gotcha, you're an HD staff member.

Speaker speaker_1: Yes.

Speaker speaker_0: I can ask the front office to look into it, because you haven't worked, I mean, missed work either by the l- what it sounds like, right?

Speaker speaker_1: No, I've had a paycheck ever since.

Speaker speaker_0: All right. So the only possibility of why it's not coming out to your known, knowledge, sorry, would be an issue itself or the full policy haven't been canceled.

Speaker speaker_1: Okay. I'm also sending the payroll lady an email just telling her that, um, BIC hasn't received any payment from me since April 7th. So I don't know if it's something she can do on her end too.

Speaker speaker_0: Mm-kay. More than likely she'll hear from one of the front office staff members, 'cause I'm gonna put them to look into it as well.

Speaker speaker_1: Okay.

Speaker speaker_0: So the front office usually takes 24 to 48 business hours when they process any ticket put in.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: As soon as she gets back to me, I'll give you a call. Is there a specific timeframe where you would like me to try that call, or as soon as I hear back just give you a call?

Speaker speaker_1: Just as soon as you hear back.

Speaker speaker_0: Understood. All right, and then just making sure that my notes gonna have all the information that we discussed. Um, so to your knowledge there is no reason whatsoever unless the full policy had been canceled as to why they have not made those deductions, 'cause you have not missed work or taken off work within the last three weeks, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Okay, so I'll send this out to them, Miss Newman, and as soon as I hear back, I'll go ahead and give you that call and keep you in the loop, okay?

Speaker speaker_1: Okay. Thank you so much for your help.

Speaker speaker_0: Of course. Thank you so much for your patient, and hopefully I'll be able to give you that call back roughly very soon.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Of course, have a great day.

Speaker speaker_1: You too.