

## Transcript: Francesca

**Baez-5947143110836224-6098501382225920**

### Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Yes. My name is Njeri Reach and I signed up for benefits, but I really have two kids and I only put one kid on there. So I wanted to know, will it, will it take out for... how will I get two kids on there? Okay. Let's take a look. What staffing company do you work with and what are the last four of your social? 7382. And the staffing company you're with, ma'am? Huh? The staffing company that you're with? Um, TRC Staffing. Please verify your mailing address and date of birth to make sure I have the right account in front of me. 08/16/77. Um, 810 Windy Hills Road, 2614... I mean, 26H, Smyrna, Georgia. Um, 380. And 26H, is that a unit or apartment number? Apartment number. All right. And when was that date of birth? 08-6-, um, 1677. I have best contact 770-990-6333. Yes. How did you enroll into coverage, ma'am? Um, online. And which website? I did it through a link. Can you take a look and see which link, 'cause I'm not showing any enrollment on your profile. Okay, let me look. [alfatrust.com](http://alfatrust.com). I'm sorry? Alfatrust- [alfatrust.com](http://alfatrust.com). I don't think that's our link. I don't think you enrolled through the benefits with your staffing company, 'cause with us it would have been either through Aviant or with [benefitsinacar.com](http://benefitsinacar.com). Let me see. Do you remember where you got that link- Under- ... from, ma'am, again? ... Medical Stay Healthy Plan NEC Tele... So those do sound- Uh- ... like ours. Maybe it just didn't go through 'cause I just did it. And you said it's called [alfatrust.com](http://alfatrust.com)? Mm-hmm. Not any other options? I... 'Cause I wanted to change it to the VIP Standard and I wanted to add two children, 'cause I, I think when I chose Stay Healthy Plan NEC Tele, I don't think that included prescriptions or anything on it. I don't think I really have really anything covered. Yeah. So I just checked with our IT department, they also have no knowledge of that website either as of right now. Where did you get the link to it? 'Cause the plan itself that you're telling me, the name of the plans, they do match with the health coverage that we administer for TFC Staffing. Mm-hmm. But it's this website that we have never heard of, to be quite honest. Hmm. And then I have- Yes, so I can... Go ahead. You could send me something? You said- I'm just going to say, I can go ahead and process the enrollment with you on the phone- Okay. ... we're just not sure what that website where you tried to enroll, um, where it came from, to be honest with you. The three- It came from, it came from TR, um, Staffing, with their, um... It said, "Outstanding benefits, you need..." Like things you needed to do, it was under my profile name. And that was an email they sent you or was it a text message? Emails. And you had to go, you had to go log on, um, to your, in your profile. And then I had to down- I had to download a form. But I wanted to- And did you- Hmm? But I wanted- No, the embarrassing one... Go ahead. I wanted to change it to the VIP Standard. And they gave you our number or did you get our number from the website? I, I got it from the form that I filled out online. Okay, so the form itself does have our name, Benefits in a Car, right? Mm-hmm. Okay. So I will recommend with your current situation, since we're not

familiar with the website itself, 'cause usually with our website... we show all changes that you make on your end on real-time on my side as well. Um, although we are not sure what the website itself that TRC put on that email came from. Mm-hmm. I can still process that enrollment for you if you have access to what were your selections. Can you... Can I get your website? Yes, ma'am. The website for the enrollment through your staffing company- Okay, hold on one second. Mm-hmm. All right, hold on. Do, do, do, do. All right, I'm ready. So our website will be [www.mybiac.com](http://www.mybiac.com). Ice? You said ice? No, ma'am. My, M-Y-B as in boy, I as in eyes, A as in apple, C as in Charlie. Uh-huh. Dot com. You're saying this- @trcstaffing. Okay. Uh, just spell it out again, Bryce? Okay. W as in Williams, W as in Williams, W as in Williams, period. W as in Williams, period. M as in Mary, Y as in yellow, B as in boy. Mm-hmm. B. I as in eyes, A as in apple, C as in Charlie, period. B-I-S, period. C as in Charlie, O as in Oscar, M as in Mary. Mm-hmm. /TRC Staffing. B-I-A dot com. TRC- B-I-A-C dot com. All right, let me put that in there. B-I-A T-R-C Staffing. T-R-C Staffing dot... Okay, and that's your link? Yes, ma'am. Let me know once you're in it. Okay. I think I'm going to call you back on my lunch break. Understood. We're open 8:00 A.M. to 8:00 P.M. Eastern Time. Okay, thank you. No problem. Have a great day. You too. Bye-bye. Bye-bye.

## Conversation Format

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

Speaker speaker\_1: Yes. My name is Njeri Reach and I signed up for benefits, but I really have two kids and I only put one kid on there. So I wanted to know, will it, will it take out for... how will I get two kids on there?

Speaker speaker\_0: Okay. Let's take a look. What staffing company do you work with and what are the last four of your social?

Speaker speaker\_1: 7382.

Speaker speaker\_0: And the staffing company you're with, ma'am?

Speaker speaker\_1: Huh?

Speaker speaker\_0: The staffing company that you're with?

Speaker speaker\_1: Um, TRC Staffing.

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: 08/16/77. Um, 810 Windy Hills Road, 2614... I mean, 26H, Smyrna, Georgia. Um, 380.

Speaker speaker\_0: And 26H, is that a unit or apartment number?

Speaker speaker\_1: Apartment number.

Speaker speaker\_0: All right. And when was that date of birth?

Speaker speaker\_1: 08-6-, um, 1677.

Speaker speaker\_0: I have best contact 770-990-6333.

Speaker speaker\_1: Yes.

Speaker speaker\_0: How did you enroll into coverage, ma'am?

Speaker speaker\_1: Um, online.

Speaker speaker\_0: And which website?

Speaker speaker\_1: I did it through a link.

Speaker speaker\_0: Can you take a look and see which link, 'cause I'm not showing any enrollment on your profile.

Speaker speaker\_1: Okay, let me look. [alfatrust.com](http://alfatrust.com).

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: [Alfatrust- alfatrust.com](http://Alfatrust-alfatrust.com).

Speaker speaker\_0: I don't think that's our link. I don't think you enrolled through the benefits with your staffing company, 'cause with us it would have been either through Aviant or with [benefitsinacar.com](http://benefitsinacar.com).

Speaker speaker\_1: Let me see.

Speaker speaker\_0: Do you remember where you got that link-

Speaker speaker\_1: Under-

Speaker speaker\_0: ... from, ma'am, again?

Speaker speaker\_1: ... Medical Stay Healthy Plan NEC Tele...

Speaker speaker\_0: So those do sound-

Speaker speaker\_1: Uh-

Speaker speaker\_0: ... like ours.

Speaker speaker\_1: Maybe it just didn't go through 'cause I just did it.

Speaker speaker\_0: And you said it's called [alfatrust.com](http://alfatrust.com)?

Speaker speaker\_1: Mm-hmm. Not any other options? I... 'Cause I wanted to change it to the VIP Standard and I wanted to add two children, 'cause I, I think when I chose Stay Healthy Plan NEC Tele, I don't think that included prescriptions or anything on it. I don't think I really have really anything covered.

Speaker speaker\_0: Yeah. So I just checked with our IT department, they also have no knowledge of that website either as of right now. Where did you get the link to it? 'Cause the plan itself that you're telling me, the name of the plans, they do match with the health coverage that we administer for TFC Staffing.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: But it's this website that we have never heard of, to be quite honest.

Speaker speaker\_1: Hmm. And then I have-

Speaker speaker\_0: Yes, so I can... Go ahead.

Speaker speaker\_1: You could send me something? You said-

Speaker speaker\_0: I'm just going to say, I can go ahead and process the enrollment with you on the phone-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... we're just not sure what that website where you tried to enroll, um, where it came from, to be honest with you. The three-

Speaker speaker\_1: It came from, it came from TR, um, Staffing, with their, um... It said, "Outstanding benefits, you need..." Like things you needed to do, it was under my profile name.

Speaker speaker\_0: And that was an email they sent you or was it a text message?

Speaker speaker\_1: Emails. And you had to go, you had to go log on, um, to your, in your profile. And then I had to down- I had to download a form. But I wanted to-

Speaker speaker\_0: And did you-

Speaker speaker\_1: Hmm? But I wanted-

Speaker speaker\_0: No, the embarrassing one... Go ahead.

Speaker speaker\_1: I wanted to change it to the VIP Standard.

Speaker speaker\_0: And they gave you our number or did you get our number from the website?

Speaker speaker\_1: I, I got it from the form that I filled out online.

Speaker speaker\_0: Okay, so the form itself does have our name, Benefits in a Car, right?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay. So I will recommend with your current situation, since we're not familiar with the website itself, 'cause usually with our website-... we show all changes that you make on your end on real-time on my side as well. Um, although we are not sure what the website itself that TRC put on that email came from.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: I can still process that enrollment for you if you have access to what were your selections.

Speaker speaker\_1: Can you... Can I get your website?

Speaker speaker\_0: Yes, ma'am. The website for the enrollment through your staffing company-

Speaker speaker\_1: Okay, hold on one second.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: All right, hold on. Do, do, do, do. All right, I'm ready.

Speaker speaker\_0: So our website will be [www.mybiac.com](http://www.mybiac.com).

Speaker speaker\_1: Ice? You said ice?

Speaker speaker\_0: No, ma'am. My, M-Y-B as in boy, I as in eyes, A as in apple, C as in Charlie.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: Dot com.

Speaker speaker\_1: You're saying this-

Speaker speaker\_0: @trcstaffing.

Speaker speaker\_1: Okay. Uh, just spell it out again, Bryce?

Speaker speaker\_0: Okay. W as in Williams, W as in Williams, W as in Williams, period. W as in Williams, period. M as in Mary, Y as in yellow, B as in boy.

Speaker speaker\_1: Mm-hmm. B.

Speaker speaker\_0: I as in eyes, A as in apple, C as in Charlie, period.

Speaker speaker\_1: B-I-S, period.

Speaker speaker\_0: C as in Charlie, O as in Oscar, M as in Mary.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: /TRC Staffing.

Speaker speaker\_1: B-I-A dot com. TRC-

Speaker speaker\_0: B-I-A-C dot com.

Speaker speaker\_1: All right, let me put that in there. B-I-A T-R-C Staffing. T-R-C Staffing dot... Okay, and that's your link?

Speaker speaker\_0: Yes, ma'am. Let me know once you're in it.

Speaker speaker\_1: Okay. I think I'm going to call you back on my lunch break.

Speaker speaker\_0: Understood. We're open 8:00 A.M. to 8:00 P.M. Eastern Time.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: No problem. Have a great day.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: Bye-bye.