

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Morning. My name is Francesca benefits in our car looking to speak with Mr. Ivan on behalf of Workforce Strategies. Uh, this is him. Yes, sir. We're calling you regarding the enrollment request for benefits for yourself and family into a dental, vision, and medical plan. Unfortunately, we did not receive your spouse or children's information, so we're calling to see if you can provide them for the policy. Uh, what is it? Yes, sir, the request for health insurance under Workforce Strategy for dental, vision, and medical plan for yourself and family. We see you did not get the spouse or children's information for that enrollment. Uh, is this through Edward Thomas, the job? I'm not sure which job assignment they provided you, but it is through the staffing company Workforce Strategies. Okay, and they're trying to get, like, insurance on there? You submitted the request to have insurance while you're working with them. Uh, yeah, that was kind of a mistake. Thought it was asking for, like, did I have, like, insurance with something else, but I was confused when I filled it out. Okay. Do you want me to cancel it? Hmm? Yes, ma'am. Okay. No problem, Mr. Ivan. I'll go ahead and process the cancellation and note on the account that you did not intend to enroll and that it was a mistake then. Okay. Yeah. That was through the jobs, right? 'Cause I had state- Yeah, there's two. Yeah, I had state benefits already. Yeah. So yeah, 'cause it would have been through the staffing company Workforce Strategies while you were still under them, not with the job assignment specifically, 'cause the benefits would have gotten paid through the staffing company's paycheck. Okay. Yeah. Don't even work with them anymore. Understood. I'll go ahead and cancel it then. Thank you so much for your time and taking my call today. All right. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Morning. My name is Francesca benefits in our car looking to speak with Mr. Ivan on behalf of Workforce Strategies.

Speaker speaker_2: Uh, this is him.

Speaker speaker_1: Yes, sir. We're calling you regarding the enrollment request for benefits for yourself and family into a dental, vision, and medical plan. Unfortunately, we did not receive your spouse or children's information, so we're calling to see if you can provide them for the policy.

Speaker speaker_2: Uh, what is it?

Speaker speaker_1: Yes, sir, the request for health insurance under Workforce Strategy for dental, vision, and medical plan for yourself and family. We see you did not get the spouse or children's information for that enrollment.

Speaker speaker_2: Uh, is this through Edward Thomas, the job?

Speaker speaker_1: I'm not sure which job assignment they provided you, but it is through the staffing company Workforce Strategies.

Speaker speaker_2: Okay, and they're trying to get, like, insurance on there?

Speaker speaker_1: You submitted the request to have insurance while you're working with them.

Speaker speaker_2: Uh, yeah, that was kind of a mistake. Thought it was asking for, like, did I have, like, insurance with something else, but I was confused when I filled it out.

Speaker speaker_1: Okay. Do you want me to cancel it? Hmm?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. No problem, Mr. Ivan. I'll go ahead and process the cancellation and note on the account that you did not intend to enroll and that it was a mistake then.

Speaker speaker_2: Okay. Yeah. That was through the jobs, right? 'Cause I had state-

Speaker speaker_1: Yeah, there's two.

Speaker speaker_2: Yeah, I had state benefits already.

Speaker speaker_1: Yeah. So yeah, 'cause it would have been through the staffing company Workforce Strategies while you were still under them, not with the job assignment specifically, 'cause the benefits would have gotten paid through the staffing company's paycheck.

Speaker speaker_2: Okay. Yeah. Don't even work with them anymore.

Speaker speaker_1: Understood. I'll go ahead and cancel it then. Thank you so much for your time and taking my call today.

Speaker speaker_2: All right. Thank you.