

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in Your Cart. My name is Francesca. How can I assist you today? Hi, Francesca. Uh, my name is Justin Mercer. I work at New Vista in Oakwood, and I was just calling to check if my insurance had, uh, started yet. Okay. Which staffing company are you with? I am with Crown. And what are the last four of your Social? 0029. Please verify your mailing address and date of birth. 245 South Park Road, Somerset, Kentucky 42503. Date of birth is 06/07/1979. We have the best phone number to reach you down as 270-566-8902. That is correct. And we have your email as first name period last name 1979 at gmail.com? That's correct. So Mr. Mercedes, we have not received any requests for enrollment. And your staffing company, Crown Services, auto-enrollment has not taken effect either. So currently, you do not have any benefits. Um... Okay. Uh, thank you very much, ma'am. I will give her a call and let her know. Okay. Um, I do have to say however, your deadline is coming up. You have the next four days to enroll into benefits since your personal open enrollment period will be ending Saturday 10th. So in the event that that specific enrollment form hasn't gotten to us, you also do have the option of simply processing an enrollment with us over the phone. Okay. Francesca, thank you very much. You've been more than helpful. Of course. Was there anything else we can assist you with today? No, ma'am. Not today. I hope you have a wonderful rest of your day, and thank you for your time today. You do the same, ma'am. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in Your Cart. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Francesca. Uh, my name is Justin Mercer. I work at New Vista in Oakwood, and I was just calling to check if my insurance had, uh, started yet.

Speaker speaker_0: Okay. Which staffing company are you with?

Speaker speaker_1: I am with Crown.

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

Speaker speaker_1: 0029.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_1: 245 South Park Road, Somerset, Kentucky 42503. Date of birth is 06/07/1979.

Speaker speaker_0: We have the best phone number to reach you down as 270-566-8902.

Speaker speaker_1: That is correct.

Speaker speaker_0: And we have your email as first name period last name 1979 at gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: So Mr. Mercedes, we have not received any requests for enrollment. And your staffing company, Crown Services, auto-enrollment has not taken effect either. So currently, you do not have any benefits.

Speaker speaker_1: Um... Okay. Uh, thank you very much, ma'am. I will give her a call and let her know.

Speaker speaker_0: Okay. Um, I do have to say however, your deadline is coming up. You have the next four days to enroll into benefits since your personal open enrollment period will be ending Saturday 10th. So in the event that that specific enrollment form hasn't gotten to us, you also do have the option of simply processing an enrollment with us over the phone.

Speaker speaker_1: Okay. Francesca, thank you very much. You've been more than helpful.

Speaker speaker_0: Of course. Was there anything else we can assist you with today?

Speaker speaker_1: No, ma'am. Not today.

Speaker speaker_0: I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: You do the same, ma'am. Bye.