

Transcript: Francesca

Baez-6053585160814592-5746940014804992

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Francesca. How may I pose assistir? Hello? Hello. This is a- . My name is Francesca. How can I assist you today? Uh, this is, uh, uh, f■■■■. Um, I just, uh, enroll my family, uh, um, little bit before the holidays. I need my card insurance. Okay, just take a look and see if your benefits are active. What staffing company do you work with? Uh, Care Builders. What are the last four of your Social? Yeah. Um, my Social is, uh, uh, 40573 8546. Thank you very much. You're welcome. Sir, you enrolled through your company open enrollment period. Coverage doesn't become effective till January 6th, 2025. Oh my gosh. 26th, January 26th is 10 months. What do I do? No, sir. January 6th, '06. 1006... I mean, 010625. Uh, next, uh, uh, Tuesday? Next Monday, sir. Yes. Because they haven't even taken the payment out of your paycheck yet for services. Okay. Could you, uh, may I have, have, uh, that, uh, when I'm waiting, uh, the physical, uh, card, may I have, um, electronic, electronic? Because I need that- You can call in once- Excuse me? Yes, sir. You can call in once you're active. Sorry. Yes, sir. You can call back once you're active to request them because they haven't even been created yet. Okay. You said on, uh, January 06? Yes, sir. I would recommend calling in by Wednesday of that week, which will be January 8th, to give them time to create those benefit cards and policy number. Thank you. I will. Thank you. Of course. Was there anything else I can assist you with today? No, I called for that. Yeah. Understood. Yeah. I did want to let you know, sir, your medical card, your carrier, American Public Life, they only do a digital copy for that medical card. I suggest when you call back in for the digital one on Wednesday, also request for them to send you a mail order if you also wanted a physical card for the medical plan. Okay? Okay. Thank you. Was there anything else I can assist you with today? No. Uh, I called for, for that. You already answered my, uh, my concern. Thank you. Of course. I hope you have a wonderful rest of your day. Thank you for your time today. Thank you. Have a good day. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Francesca. How may I pose assistir? Hello?

Speaker speaker_2: Hello. This is a-

Speaker speaker_1: . My name is Francesca. How can I assist you today?

Speaker speaker_2: Uh, this is, uh, uh, f■■■■. Um, I just, uh, enroll my family, uh, um, little bit before the holidays. I need my card insurance.

Speaker speaker_1: Okay, just take a look and see if your benefits are active. What staffing company do you work with?

Speaker speaker_2: Uh, Care Builders.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: Yeah. Um, my Social is, uh, uh, 40573 8546.

Speaker speaker_1: Thank you very much.

Speaker speaker_2: You're welcome.

Speaker speaker_1: Sir, you enrolled through your company open enrollment period. Coverage doesn't become effective till January 6th, 2025.

Speaker speaker_2: Oh my gosh. 26th, January 26th is 10 months. What do I do?

Speaker speaker_1: No, sir. January 6th, '06. 1006... I mean, 010625.

Speaker speaker_2: Uh, next, uh, uh, Tuesday?

Speaker speaker_1: Next Monday, sir. Yes. Because they haven't even taken the payment out of your paycheck yet for services.

Speaker speaker_2: Okay. Could you, uh, may I have, have, uh, that, uh, when I'm waiting, uh, the physical, uh, card, may I have, um, electronic, electronic? Because I need that-

Speaker speaker_1: You can call in once-

Speaker speaker_2: Excuse me?

Speaker speaker_1: Yes, sir. You can call in once you're active.

Speaker speaker_2: Sorry.

Speaker speaker_1: Yes, sir. You can call back once you're active to request them because they haven't even been created yet.

Speaker speaker_2: Okay. You said on, uh, January 06?

Speaker speaker_1: Yes, sir. I would recommend calling in by Wednesday of that week, which will be January 8th, to give them time to create those benefit cards and policy number.

Speaker speaker_2: Thank you. I will. Thank you.

Speaker speaker_1: Of course. Was there anything else I can assist you with today?

Speaker speaker_2: No, I called for that. Yeah.

Speaker speaker_1: Understood.

Speaker speaker_2: Yeah.

Speaker speaker_1: I did want to let you know, sir, your medical card, your carrier, American Public Life, they only do a digital copy for that medical card. I suggest when you call back in for the digital one on Wednesday, also request for them to send you a mail order if you also wanted a physical card for the medical plan. Okay?

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Was there anything else I can assist you with today?

Speaker speaker_2: No. Uh, I called for, for that. You already answered my, uh, my concern. Thank you.

Speaker speaker_1: Of course. I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_2: Thank you. Have a good day.

Speaker speaker_1: You too.

Speaker speaker_2: Thank you.