

Transcript: Francesca

Baez-6111145029484544-5206779099561984

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-09. My name is Francesca. How can I assist you today? Uh, yes, um, my husband right here, but I'll let, I'll let you speak with him, but he's calling about the benefits cards. Um, he wasn't explained, this wasn't explained to him when he signed up for the job. He works in West Point, Virginia at Pro Builders and, um, they didn't explain this. If they did, it must have went past my head or whatever, but I'm just, I got the number from Surge, um, in Williams, in, um, Petersburg, Virginia and they just told me to give you guys a call to see as far as his benefits card is concerned. Okay, so you guys are calling for the benefit card for the plan he already has active with Staffing Company? Wait a minute, I didn't understand that, ma'am. Could you repeat? Yes, ma'am. I was just verifying that I understood the reason for the call. You guys are calling in to get the benefit card to his plan that he has active with Surge Staffing, his health insurance? Yes. Yes. Understood. Mm-hmm. All right, you can put him on the phone so I can get the information to locate the account. Okay. All right. Here you go, baby. You don't need to talk loud, just use your own speaker. Hello? You don't need to... Yes, hello. Good morning, sir. My name is Francesca with Benefits 10-09. Do you authorize me to continue this call with your wife on the line? Yes, ma'am. All right. Can I please have the last four digits of your Social Security number to locate your account? 3992... And the last name? Gary. Morris Gary? Yes, ma'am. Could you please verify your mailing address and date of birth for security purposes? 28704 Kane Willem Road, West Point, Virginia 23181. And you was asking about my social security number? Yes, sir. The last thing was your date of birth after your address. Oh, 6-16-67. I have the bus number number to reach you down as 757-634-9709. Yes, ma'am, that's my number. And we have your email down as jernedaalbert@gmail.com? Yeah, what is, which one, what is it? Hold on, say it again, ma'am. What's the email? Yes, that was the- Okay, well, what was the email? Because I got... Ma'am? Yes, ma'am. I have it. J-e-r-n-e-d-a-a-l-b-e-r-t@gmail.com. Yes. Yes. All right. Mm-hmm. So the auto enrollment did get processed through, um, for him to be auto enrolled into that medical preventative care plan for Surge Company policy, however we haven't received the payment to activate the policy yet. Okay, how do I go... Okay, can I ask you a question? How do he go about of, um, receiving that? 'Cause he's been on the job for over 90 days now and, um, we, we just finding out about the benefits cards. How do he go about of doing that? Um... As far as him getting in contact with you guys. So we have to receive the payment to activate the policy first. Once the policy becomes active, following Monday from that deduction on the pay stub will be when the policy becomes activated and Friday of that activation week is when they send out those benefit cards. Okay. I'm now doing a search of activation after Thursday, I believe it is usually, when we have access to the digital copy of the benefit card and we would be able to provide a digital copy at that moment. Okay, ma'am.

You're saying you would have to receive information from the job itself, uh- Yep. ... stating his pay, his payroll? No, ma'am. We need the payment. So we don't have access to any payments from the members. Oh, we need a payment. Mm-hmm. Only the staffing company do. Okay. Oh, the staffing company normally, um, send a payment, um- No, ma'am. They don't normally do it. They do it itself. So we don't have access to the staffing, to anything in regards to the members. All we really do here is just administer the health insurance. So the staffing company makes the deduction and sends it over to us. We have not received it yet. Okay. Okay, so it, it's best for him to speak with the, the one at, where the, the boss himself and explain to him, um, what's going on as far as, um, him receiving his benefits card. No, ma'am. There's just- Because- ... automatically regardless. Oh, it automatically takes out? Yes. Okay, that's what you're saying, regardless. Okay. So how do he go about check in? Just check with the staff or just... or will it... A check in for what? I'm sorry, ma'am. Oh, no, I was just saying as far as the payment being, um, uh, deducted from his payroll or whatever the case may be, uh, you all have, you would all have to have a payment to even get started as far as the benefits card. Correct? Yes, ma'am, but the payment is not something that his supervisor or his boss would be taking out. The system does it automatically. A person doesn't have to- Well- ... manually do it. The system will do it itself. Okay, well, how long does that take? That's my next question. I mean- It usually take, it usually takes one to two- Ma'am? Yes, ma'am. Go ahead, I'm sorry. Okay, you go ahead. Sorry. You go ahead. You go ahead, ma'am. I apologize. No, that was just my question, how long does it normally take? Um- If we submit the enrollment, it usually takes one to two weeks. As far as when they start working, we wouldn't have that information as we don't have access to their pay stub. We're not the, our system is not the one that processes that deduction. The staffing company's system is the one that does it. Oh, okay. All right. Now I understand. Yeah, we understand now because I was telling him, he, you've been at your job now over 90 days and you need some insurance, honey. You know, so, um, okay. Well, I understand that much and if I have, if he, uh, or I have any more questions, we'll give you a call. Um, p- Sure thing. We'll go ahead and ask up front office to look into why we haven't received a deduction if that helps. If we do have an answer, we'll give you a call back within 24 to 48 business hours. Okay. That's, that's fine. Thank you. That'd be just great. No problem. Okay, thank you. Is there anything else I can assist you with today? No, that's it, I guess. Thank you anyway. Thank you. No problem. Well, have a wonderful rest of your day. You as well. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 10-09. My name is Francesca. How can I assist you today?

Speaker speaker_2: Uh, yes, um, my husband right here, but I'll let, I'll let you speak with him, but he's calling about the benefits cards. Um, he wasn't explained, this wasn't explained to him when he signed up for the job. He works in West Point, Virginia at Pro Builders and, um, they didn't explain this. If they did, it must have went past my head or whatever, but I'm just, I got the number from Surge, um, in Williams, in, um, Petersburg, Virginia and they just told me

to give you guys a call to see as far as his benefits card is concerned.

Speaker speaker_1: Okay, so you guys are calling for the benefit card for the plan he already has active with Staffing Company?

Speaker speaker_2: Wait a minute, I didn't understand that, ma'am. Could you repeat?

Speaker speaker_1: Yes, ma'am. I was just verifying that I understood the reason for the call. You guys are calling in to get the benefit card to his plan that he has active with Surge Staffing, his health insurance?

Speaker speaker_2: Yes. Yes.

Speaker speaker_1: Understood.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All right, you can put him on the phone so I can get the information to locate the account.

Speaker speaker_2: Okay. All right. Here you go, baby. You don't need to talk loud, just use your own speaker.

Speaker speaker_3: Hello?

Speaker speaker_2: You don't need to...

Speaker speaker_1: Yes, hello. Good morning, sir. My name is Francesca with Benefits 10-09. Do you authorize me to continue this call with your wife on the line?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_1: All right. Can I please have the last four digits of your Social Security number to locate your account?

Speaker speaker_3: 3992...

Speaker speaker_1: And the last name?

Speaker speaker_3: Gary.

Speaker speaker_1: Morris Gary?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_1: Could you please verify your mailing address and date of birth for security purposes?

Speaker speaker_3: 28704 Kane Willem Road, West Point, Virginia 23181. And you was asking about my social security number?

Speaker speaker_1: Yes, sir. The last thing was your date of birth after your address.

Speaker speaker_3: Oh, 6-16-67.

Speaker speaker_1: I have the bus number number to reach you down as 757-634-9709.

Speaker speaker_3: Yes, ma'am, that's my number.

Speaker speaker_1: And we have your email down as jernedaalbert@gmail.com?

Speaker speaker_3: Yeah, what is, which one, what is it?

Speaker speaker_2: Hold on, say it again, ma'am.

Speaker speaker_3: What's the email?

Speaker speaker_1: Yes, that was the-

Speaker speaker_3: Okay, well, what was the email? Because I got... Ma'am?

Speaker speaker_1: Yes, ma'am. I have it. J-e-r-n-e-d-a-a-l-b-e-r-t@gmail.com.

Speaker speaker_3: Yes. Yes.

Speaker speaker_1: All right.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So the auto enrollment did get processed through, um, for him to be auto enrolled into that medical preventative care plan for Surge Company policy, however we haven't received the payment to activate the policy yet.

Speaker speaker_2: Okay, how do I go... Okay, can I ask you a question? How do he go about of, um, receiving that? 'Cause he's been on the job for over 90 days now and, um, we, we just finding out about the benefits cards. How do he go about of doing that? Um... As far as him getting in contact with you guys.

Speaker speaker_1: So we have to receive the payment to activate the policy first. Once the policy becomes active, following Monday from that deduction on the pay stub will be when the policy becomes activated and Friday of that activation week is when they send out those benefit cards.

Speaker speaker_2: Okay.

Speaker speaker_1: I'm now doing a search of activation after Thursday, I believe it is usually, when we have access to the digital copy of the benefit card and we would be able to provide a digital copy at that moment.

Speaker speaker_2: Okay, ma'am. You're saying you would have to receive information from the job itself, uh-

Speaker speaker_1: Yep.

Speaker speaker_2: ... stating his pay, his payroll?

Speaker speaker_1: No, ma'am. We need the payment. So we don't have access to any payments from the members.

Speaker speaker_2: Oh, we need a payment.

Speaker speaker_1: Mm-hmm. Only the staffing company do.

Speaker speaker_2: Okay. Oh, the staffing company normally, um, send a payment, um-

Speaker speaker_1: No, ma'am. They don't normally do it. They do it itself. So we don't have access to the staffing, to anything in regards to the members. All we really do here is just administer the health insurance. So the staffing company makes the deduction and sends it over to us. We have not received it yet.

Speaker speaker_2: Okay. Okay, so it, it's best for him to speak with the, the one at, where the, the boss himself and explain to him, um, what's going on as far as, um, him receiving his benefits card.

Speaker speaker_1: No, ma'am. There's just-

Speaker speaker_2: Because-

Speaker speaker_1: ... automatically regardless.

Speaker speaker_2: Oh, it automatically takes out?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay, that's what you're saying, regardless. Okay. So how do he go about check in? Just check with the staff or just... or will it...

Speaker speaker_1: A check in for what? I'm sorry, ma'am.

Speaker speaker_2: Oh, no, I was just saying as far as the payment being, um, uh, deducted from his payroll or whatever the case may be, uh, you all have, you would all have to have a payment to even get started as far as the benefits card. Correct?

Speaker speaker_1: Yes, ma'am, but the payment is not something that his supervisor or his boss would be taking out. The system does it automatically. A person doesn't have to-

Speaker speaker_2: Well-

Speaker speaker_1: ... manually do it. The system will do it itself.

Speaker speaker_2: Okay, well, how long does that take? That's my next question. I mean-

Speaker speaker_1: It usually take, it usually takes one to two-

Speaker speaker_2: Ma'am?

Speaker speaker_1: Yes, ma'am. Go ahead, I'm sorry.

Speaker speaker_2: Okay, you go ahead. Sorry. You go ahead.

Speaker speaker_1: You go ahead, ma'am. I apologize.

Speaker speaker_2: No, that was just my question, how long does it normally take? Um-

Speaker speaker_1: If we submit the enrollment, it usually takes one to two weeks. As far as when they start working, we wouldn't have that information as we don't have access to their pay stub. We're not the, our system is not the one that processes that deduction. The staffing company's system is the one that does it.

Speaker speaker_2: Oh, okay. All right. Now I understand. Yeah, we understand now because I was telling him, he, you've been at your job now over 90 days and you need some insurance, honey. You know, so, um, okay. Well, I understand that much and if I have, if he, uh, or I have any more questions, we'll give you a call. Um, p-

Speaker speaker_1: Sure thing. We'll go ahead and ask up front office to look into why we haven't received a deduction if that helps. If we do have an answer, we'll give you a call back within 24 to 48 business hours.

Speaker speaker_2: Okay. That's, that's fine. Thank you. That'd be just great.

Speaker speaker_1: No problem.

Speaker speaker_2: Okay, thank you.

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

Speaker speaker_2: No, that's it, I guess. Thank you anyway. Thank you.

Speaker speaker_1: No problem. Well, have a wonderful rest of your day.

Speaker speaker_2: You as well. Bye-bye.