Transcript: Franchesca Baez-6174509671825408-4714033289019392

Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi, Francesca. I'm try- I'm trying to fill out this, um, big eh- enrollment form 2025, but I'm having problems. It won't let me go past a certain point for some reason. I don't know. For which staffing company? Noor. N-O-O-R Staffing Group. Okay. So unfortunately, we are no longer able to process any enrollments with Noor. Um, they stated that all of their enrollment forms need to be sent to a specific email. So, we wouldn't be able to provide tech support with the enrollment online. Well- Do you have a way to- Can you re- I'm sorry, Francesca. Could you repeat that for me? I didn't get it. Yes, sir. So, usually, in general, it might be better for me to explain it this way. In general, we're able to process enrollments over the phone if the member have issues processing it online. Okay. However, your specific staffing company have stated that they are no longer letting us process them. They have to be submitted to a specific email. Oh, okay. So you're- So I guess this is... I'm sorry. Go ahead. Uh, so I'm thinking if... Once I complete this... I'm online now. Once I complete this enrollment form, it goes to their email? That is correct. So, if you're doing it online, once you complete it, the system itself will take care to send it over to them. Right. But if, but if... You can't provide any tech support? Yes, unfortunately. Where do I go... Where do I go for tech support? Are you on the www.mybic.com/noorstaffing? Uh, yeah, I think so. I'm, I'm not... Yeah, yeah. Onboard staff... No onboarding now, noorstaffing.com. Yeah. Okay. I believe I know which specific tech issue you're having. Unfortunately, for that tech issue, for some reason, in our system is not flagging it, so we don't have a way to track it. Is there any way that is letting you either screenshot the form or possibly save the form? Um, I could possibly save it, I suppose. Okay, 'cause I was gonna say, I can give you that email address they provided to us. If you're able to save the form, you could possibly send it over there. I could- Have you tried refreshing the, the, um, the window? No, I didn't. I haven't, but I will now. Okay. So, I will suggest just in case saving any information if possible. Mm-hmm. Okay, let me see. I'm trying to- And then trying to refresh it afterwards. It keeps, it, it keeps, uh, like hanging me up on the dental portion of this form. Mm-hmm. And, and it's telling me to select... I don't know. So, uh, what's the email address? I'm sorry. Oh, yes, sir. It's benefits- Okay, let me... Hold on, let me, uh, go to my notes. Benefits... @norstaffing.com. Okay. Benefits@norstaffing.com. Okay. All right. Cool. And then additionally, I'll make sure to let people know, um, regarding this specific issue you were having to see- Uh-huh. ... if maybe the system has it flagged as anything. I have caller ID showing your phone number as 443-453-1233. That's correct. And what will be your first and last name, sir? Ventura, V-E-N-T-U-R-A. McLee, M-C-L-E-E. All right, great. I'll go ahead and let them know regarding it. Okay. So they can take a look into it if it does have any issues on our side, and then I'll give you a call back to let you know if they found anything on our side. Okie-doke. Appreciate it. Thanks a lot, Francesca. Of course. My pleasure. Have a great day.

You the same. 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: Hi, Francesca. I'm try- I'm trying to fill out this, um, big eh- enrollment form 2025, but I'm having problems. It won't let me go past a certain point for some reason. I don't know.

Speaker speaker_0: For which staffing company?

Speaker speaker_1: Noor. N-O-O-R Staffing Group.

Speaker speaker_0: Okay. So unfortunately, we are no longer able to process any enrollments with Noor. Um, they stated that all of their enrollment forms need to be sent to a specific email. So, we wouldn't be able to provide tech support with the enrollment online.

Speaker speaker_1: Well-

Speaker speaker_0: Do you have a way to-

Speaker speaker_1: Can you re- I'm sorry, Francesca. Could you repeat that for me? I didn't get it.

Speaker speaker_0: Yes, sir. So, usually, in general, it might be better for me to explain it this way. In general, we're able to process enrollments over the phone if the member have issues processing it online.

Speaker speaker_1: Okay.

Speaker speaker_0: However, your specific staffing company have stated that they are no longer letting us process them. They have to be submitted to a specific email.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: So you're-

Speaker speaker_1: So I guess this is... I'm sorry.

Speaker speaker_0: Go ahead.

Speaker speaker_1: Uh, so I'm thinking if... Once I complete this... I'm online now. Once I complete this enrollment form, it goes to their email?

Speaker speaker_0: That is correct. So, if you're doing it online, once you complete it, the system itself will take care to send it over to them.

Speaker speaker_1: Right. But if, but if... You can't provide any tech support?

Speaker speaker_0: Yes, unfortunately.

Speaker speaker_1: Where do I go... Where do I go for tech support?

Speaker speaker_0: Are you on the www.mybic.com/noorstaffing?

Speaker speaker_1: Uh, yeah, I think so. I'm, I'm not... Yeah, yeah. Onboard staff... No onboarding now, noorstaffing.com. Yeah.

Speaker speaker_0: Okay. I believe I know which specific tech issue you're having. Unfortunately, for that tech issue, for some reason, in our system is not flagging it, so we don't have a way to track it. Is there any way that is letting you either screenshot the form or possibly save the form?

Speaker speaker_1: Um, I could possibly save it, I suppose.

Speaker speaker_0: Okay, 'cause I was gonna say, I can give you that email address they provided to us. If you're able to save the form, you could possibly send it over there.

Speaker speaker_1: I could-

Speaker speaker_0: Have you tried refreshing the, the, um, the window?

Speaker speaker_1: No, I didn't. I haven't, but I will now.

Speaker speaker_0: Okay. So, I will suggest just in case saving any information if possible.

Speaker speaker_1: Mm-hmm. Okay, let me see. I'm trying to-

Speaker speaker_0: And then trying to refresh it afterwards.

Speaker speaker_1: It keeps, it, it keeps, uh, like hanging me up on the dental portion of this form.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And, and it's telling me to select... I don't know. So, uh, what's the email address? I'm sorry.

Speaker speaker_0: Oh, yes, sir. It's benefits-

Speaker speaker_1: Okay, let me... Hold on, let me, uh, go to my notes. Benefits...

Speaker speaker_0: @norstaffing.com.

Speaker speaker_1: Okay. Benefits@norstaffing.com. Okay.

Speaker speaker_0: All right.

Speaker speaker_1: Cool.

Speaker speaker_0: And then additionally, I'll make sure to let people know, um, regarding this specific issue you were having to see-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... if maybe the system has it flagged as anything. I have caller ID showing your phone number as 443-453-1233.

Speaker speaker_1: That's correct.

Speaker speaker_0: And what will be your first and last name, sir?

Speaker speaker_1: Ventura, V-E-N-T-U-R-A. McLee, M-C-L-E-E.

Speaker speaker_0: All right, great. I'll go ahead and let them know regarding it.

Speaker speaker_1: Okay.

Speaker speaker_0: So they can take a look into it if it does have any issues on our side, and then I'll give you a call back to let you know if they found anything on our side.

Speaker speaker_1: Okie-doke. Appreciate it. Thanks a lot, Francesca.

Speaker speaker_0: Of course. My pleasure. Have a great day.

Speaker speaker_1: You the same. Bye-bye.

Speaker speaker_0: Bye.