

Transcript: Francesca

Baez-6216978601394176-5305758339874816

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yeah, I'm getting this call from this number saying I have a card or something. Okay. Let's take a look. Do you work for any staffing companies currently? Which one? What? Do you work for any staffing companies currently? Um, my son does. I did- I didn't know that was... Um, he gave my number, um, ah, to use my phone because his was disconnected, so I'll have to call him. He works third shift at . Okay. So, the reason why I was asking is 'cause we're the administrators for the healthcare of staffing companies all over the United States, so I'm guessing more than likely it might be regarding some coverage with one of the staffing companies that we work for. So, I will suggest him giving us a call so we can take a look at his account to see what's going on. Yeah. He's not, uh... He got hired on through the place he's working. Mm-hmm. He ain't with a few, uh, staffing agency no more. Oh, okay. So, if he has any information with our phone number on it or any automated calls with our phone number, he can more than likely ignore it. It could be that he has some coverage with them and since there's no longer a paycheck for them to take the premium out from- Yeah. ... the system is just sending out courtesy reminders. But if he's no longer with the staffing company, he can just simply ignore it. Okay. Yeah, because like I said, he got hired on, uh... He was working for the staffing agency- Mm-hmm. ... but he got hired on, uh, through the company he's been working for for about three months, four months, whatever it is. Okay. I understand. So, yes, if he wants to, he's more than welcome to call back, um, but if not, he can just simply ignore it. Okay. Well, I'll... Like you said, he works third shift, so when he gets up today I'll call him and tell him. All right. Thank you so much for giving us a call today, sir. Have a great day. You, too. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Yeah, I'm getting this call from this number saying I have a card or something.

Speaker speaker_0: Okay. Let's take a look. Do you work for any staffing companies currently?

Speaker speaker_1: Which one? What?

Speaker speaker_0: Do you work for any staffing companies currently?

Speaker speaker_1: Um, my son does. I did- I didn't know that was... Um, he gave my number, um, ah, to use my phone because his was disconnected, so I'll have to call him. He works third shift at .

Speaker speaker_0: Okay. So, the reason why I was asking is 'cause we're the administrators for the healthcare of staffing companies all over the United States, so I'm guessing more than likely it might be regarding some coverage with one of the staffing companies that we work for. So, I will suggest him giving us a call so we can take a look at his account to see what's going on.

Speaker speaker_1: Yeah. He's not, uh... He got hired on through the place he's working.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: He ain't with a few, uh, staffing agency no more.

Speaker speaker_0: Oh, okay. So, if he has any information with our phone number on it or any automated calls with our phone number, he can more than likely ignore it. It could be that he has some coverage with them and since there's no longer a paycheck for them to take the premium out from-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... the system is just sending out courtesy reminders. But if he's no longer with the staffing company, he can just simply ignore it.

Speaker speaker_1: Okay. Yeah, because like I said, he got hired on, uh... He was working for the staffing agency-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... but he got hired on, uh, through the company he's been working for for about three months, four months, whatever it is.

Speaker speaker_0: Okay. I understand. So, yes, if he wants to, he's more than welcome to call back, um, but if not, he can just simply ignore it.

Speaker speaker_1: Okay. Well, I'll... Like you said, he works third shift, so when he gets up today I'll call him and tell him.

Speaker speaker_0: All right. Thank you so much for giving us a call today, sir. Have a great day.

Speaker speaker_1: You, too. Thank you.

Speaker speaker_0: Bye.