

Transcript: Francesca

Baez-6316285892706304-6706269929816064

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 A Car. My name is Francesca. How can I assist you today? Hey, how are you doing? I'm, uh, my name's Antonio Fitzgerald. I actually just received a call from you guys and I had missed it. Um, it was... I'm pretty sure it was Victoria that called, but I'm just giving her a callback. Sure thing. Um, will I be able to assist you with that? Yeah. Uh, sure. I think she said I was tryi- um, something about I, uh, selecting the, to not accept the benefits for the card. Uh, yeah, they tried- Well, it could be in regards to an enrollment form then. Yeah, yeah, yeah. And she said I had put my birthdate, uh, wrong on there, so I had to correct that too. Okay, let's take a look, Mr. Fitzgerald. What is the last four of your Social? 1715. And the staffing company? HSS. All right, and then for security purposes, can you please verify your mailing address and date of birth? Yes. Uh, my mailing address is 4503 South Michigan. My date of birth is 12/20/94, but she said it was 12/14/24 on there, so that's, that's wrong. Yes, sir, I see that here. Okay, and we said it is 12/20/94? It is 20. Yes, ma'am. All right. So we have the best number to call you as 872-354-5268. Same as the one that you called back on? Correct. And lastly, we have your email down as your first and last name, initials SR at ical.com? Correct. Okay. Oh, I see what happened. So when you filled out the enrollment form, there was a selection for the medical preventative care plan or also to not participate into the benefits. So we usually just call the members to see if that was an error with the system or if you were declining for the moment. Oh, yeah, I didn't need the, the, uh, the health insurance, bro. I already got insurance, so I didn't need it. I understand. Okay. All right, I'll go ahead and put in the note for you in there, advising them of it. And I did correct that date of birth for you. Okay, that's, that's really... Oh, can you... Are you able to check and see if the background had came back? Could we have it? So we won't be able to check that portion of it because we only administer- Okay. ... the health insurance for the staffing companies. Okay, that's understood. I apologize. No, that's okay. I'll just call them directly. I got their number too. Yeah, I missed it. But thank you though. All right. Well, then- I appreciate it. You're welcome. I hope you enjoy the rest of your weekend as well, good day. You too. Have a great weekend. Goodbye.

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 A Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hey, how are you doing? I'm, uh, my name's Antonio Fitzgerald. I actually just received a call from you guys and I had missed it. Um, it was... I'm pretty sure it was Victoria that called, but I'm just giving her a callback.

Speaker speaker_1: Sure thing. Um, will I be able to assist you with that?

Speaker speaker_2: Yeah. Uh, sure. I think she said I was tryi- um, something about I, uh, selecting the, to not accept the benefits for the card. Uh, yeah, they tried-

Speaker speaker_1: Well, it could be in regards to an enrollment form then.

Speaker speaker_2: Yeah, yeah, yeah. And she said I had put my birthdate, uh, wrong on there, so I had to correct that too.

Speaker speaker_1: Okay, let's take a look, Mr. Fitzgerald. What is the last four of your Social?

Speaker speaker_2: 1715.

Speaker speaker_1: And the staffing company?

Speaker speaker_2: HSS.

Speaker speaker_1: All right, and then for security purposes, can you please verify your mailing address and date of birth?

Speaker speaker_2: Yes. Uh, my mailing address is 4503 South Michigan. My date of birth is 12/20/94, but she said it was 12/14/24 on there, so that's, that's wrong.

Speaker speaker_1: Yes, sir, I see that here. Okay, and we said it is 12/20/94?

Speaker speaker_2: It is 20. Yes, ma'am.

Speaker speaker_1: All right. So we have the best number to call you as 872-354-5268. Same as the one that you called back on?

Speaker speaker_2: Correct.

Speaker speaker_1: And lastly, we have your email down as your first and last name, initials SR at ical.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Oh, I see what happened. So when you filled out the enrollment form, there was a selection for the medical preventative care plan or also to not participate into the benefits. So we usually just call the members to see if that was an error with the system or if you were declining for the moment.

Speaker speaker_2: Oh, yeah, I didn't need the, the, uh, the health insurance, bro. I already got insurance, so I didn't need it.

Speaker speaker_1: I understand.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, I'll go ahead and put in the note for you in there, advising them of it. And I did correct that date of birth for you.

Speaker speaker_2: Okay, that's, that's really... Oh, can you... Are you able to check and see if the background had came back? Could we have it?

Speaker speaker_1: So we won't be able to check that portion of it because we only administer-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the health insurance for the staffing companies.

Speaker speaker_2: Okay, that's understood.

Speaker speaker_1: I apologize.

Speaker speaker_2: No, that's okay. I'll just call them directly. I got their number too.

Speaker speaker_1: Yeah, I missed it.

Speaker speaker_2: But thank you though.

Speaker speaker_1: All right. Well, then-

Speaker speaker_2: I appreciate it.

Speaker speaker_1: You're welcome. I hope you enjoy the rest of your weekend as well, good day.

Speaker speaker_2: You too. Have a great weekend.

Speaker speaker_1: Goodbye.