

Transcript: Franchesca

Baez-6455528402665472-4787785504866304

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 o'clock, my name is Francesca. How can I assist you today? Uh, my name is Joseph Ford. It's not a last month payment. Last week I was off work, so I didn't get paid last week. This week I get paid again tomorrow. Can I make a double payment tomorrow? I'm sorry, sir? Can you hear me? Um, yes sir, it just sounds a little distorted. I heard something about this week payment- Oh, sorry. So... Yeah. Um, that you could make it tomorrow? Yes. Is that a payment for your health insurance? Yes, ma'am. Okay. So I can take a look to see if it is currently active. Um, the only thing I do have to comment on, is payment periods are Mondays through Sundays. So if you were to make a payment tomorrow, Thursday, that would be a payment still for the coverage of Monday the 4th all the way to the 10th, or Sunday. Okay. All right. Do you want me to check- So I'll... Uh... ... and see if it is active right now? Yeah, no, it's, it was from last week. Okay. Did you have any doctor visits today? Uh, I have on Monday. Okay. So if you didn't use your benefits last week, it's up to you if you want to make a payment on them. Um, 'cause if you are still working with your staffing company and the next payment comes in, like if the payment came in for this week, the benefits would just be activated again. Okay. Oh, yeah, no, that's fine. No, I didn't use them last week. Okay, that's cool. All right. Do you want us to take a look and see the, a status of your account currently? Yes, please. What are the last four of the social and the staffing company you're with? 1564 Dougherty. Which staffing company, I'm sorry? Dougherty. D-O-U-G-H-E-R-T-Y. And what is the last name? Ford Authority. You said the last four of the social is 1564? Yes, ma'am. Are you sure you're with Dougherty Staffing, sir? I'm not showing any file with that last name for Dougherty Staffing. Oh, it might be, it might be Allegiance. It might be Allegiance. I don't know if they've changed that or not. Oh, okay. Could you verify mailing address and date of birth to make sure I'm on the right file? Uh, 421 West Fifth Avenue, Estherville, 51334 Iowa, and date of birth is June 6th, 1994. I have a phone number to reach, 434-770-7234? Yes, ma'am. With the email of jo9ford@gmail.com? Yes, ma'am. So it shows that you are currently good to go for that last week. The only week we haven't received payment for is this week. What day of the week- Okay. ... next week is your doctor's appointment? Okay. Uh, tomorrow I'll, I'll make a payment and I'll catch everything up if I need to. Okay. Was there anything else that we can assist you with today? No, that's it. Hope you have a wonderful rest of your day and thank you for your time today. Thank you too. Yes.

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 o'clock, my name is Francesca. How can I assist you today?

Speaker speaker_2: Uh, my name is Joseph Ford. It's not a last month payment. Last week I was off work, so I didn't get paid last week. This week I get paid again tomorrow. Can I make a double payment tomorrow?

Speaker speaker_1: I'm sorry, sir?

Speaker speaker_2: Can you hear me?

Speaker speaker_1: Um, yes sir, it just sounds a little distorted. I heard something about this week payment-

Speaker speaker_2: Oh, sorry. So... Yeah.

Speaker speaker_1: Um, that you could make it tomorrow?

Speaker speaker_2: Yes.

Speaker speaker_1: Is that a payment for your health insurance?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So I can take a look to see if it is currently active. Um, the only thing I do have to comment on, is payment periods are Mondays through Sundays. So if you were to make a payment tomorrow, Thursday, that would be a payment still for the coverage of Monday the 4th all the way to the 10th, or Sunday.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Do you want me to check-

Speaker speaker_2: So I'll... Uh...

Speaker speaker_1: ... and see if it is active right now?

Speaker speaker_2: Yeah, no, it's, it was from last week.

Speaker speaker_1: Okay. Did you have any doctor visits today?

Speaker speaker_2: Uh, I have on Monday.

Speaker speaker_1: Okay. So if you didn't use your benefits last week, it's up to you if you want to make a payment on them. Um, 'cause if you are still working with your staffing company and the next payment comes in, like if the payment came in for this week, the benefits would just be activated again.

Speaker speaker_2: Okay. Oh, yeah, no, that's fine. No, I didn't use them last week. Okay, that's cool.

Speaker speaker_1: All right. Do you want us to take a look and see the, a status of your account currently?

Speaker speaker_2: Yes, please.

Speaker speaker_1: What are the last four of the social and the staffing company you're with?

Speaker speaker_2: 1564 Dougherty.

Speaker speaker_1: Which staffing company, I'm sorry?

Speaker speaker_2: Dougherty. D-O-U-G-H-E-R-T-Y.

Speaker speaker_1: And what is the last name?

Speaker speaker_2: Ford Authority.

Speaker speaker_1: You said the last four of the social is 1564?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Are you sure you're with Dougherty Staffing, sir? I'm not showing any file with that last name for Dougherty Staffing.

Speaker speaker_2: Oh, it might be, it might be Allegiance. It might be Allegiance. I don't know if they've changed that or not.

Speaker speaker_1: Oh, okay. Could you verify mailing address and date of birth to make sure I'm on the right file?

Speaker speaker_2: Uh, 421 West Fifth Avenue, Estherville, 51334 Iowa, and date of birth is June 6th, 1994.

Speaker speaker_1: I have a phone number to reach, 434-770-7234?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: With the email of jo9ford@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: So it shows that you are currently good to go for that last week. The only week we haven't received payment for is this week. What day of the week-

Speaker speaker_2: Okay.

Speaker speaker_1: ... next week is your doctor's appointment?

Speaker speaker_2: Okay. Uh, tomorrow I'll, I'll make a payment and I'll catch everything up if I need to.

Speaker speaker_1: Okay. Was there anything else that we can assist you with today?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_2: Thank you too. Yes.