

Transcript: Francesca

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Full Transcript

Thank you for calling ... my name is Francesca. How can I assist you today? Yeah, uh, so I just... I'm not sure, really, if I'm signed up for this, like, list or not, but, like, I just wanted to cancel it in case I am, if that makes any sense. Sorry. Uh- Okay, so you're calling to cancel- I thought I- ... order, client insurance with your staffing company? Yes. Yes, ma'am. What staffing company do you work with? It's, uh, Crown Staffing in North Vernon. And the last four of your Social? 0859. And the last name, please? Crome, C-R-O-M-E. And did you just started working with them? Yeah. Yeah, I just started. Okay. So we still do not have your filed. I don't show any last name with the last four of the Social, 0859, in my system. All right. That does leave you two options. We can either create an account which will need your full Social for in the event that you do not feel comfortable providing it on a recorded line, then it will be you calling in throughout the days to see when we do receive your file from your staffing company. Oh, okay. So does, uh, does it automatically, like, sign you up to that staffing company? 'Cause the lady I talked to, she, she said it might've already signed me up and it might not have, so I don't know. If you don't have my file, like, I, I mean, I've been working there, like, a few weeks now. So... Have you gotten your first paycheck yet? No. Okay. That's probably why. So, uh, does there... Is there a file created anyway usually, like, automatically or something? No. So usually your staffing company sends over their information for the member itself, and once it enters our system, it's already an account. However, the account itself has not been sent over to us. Oh, okay. Um- But- Yeah, no, that's all right. I'll just... I can check back here in a few days. But thank you very much, Francesca. Of course. Um, I did wanna clarify, since we do not have any account for you in our system, that would mean that you still have not been enrolled. Okay. For the information that your staffing company sent us, it doesn't enroll you automatically after that first paycheck, but it does it at some point within those first 30 days after that first paycheck. Okay. Perfect. All right. Thank you so much, then. Of course. It was a pleasure speaking with you today. Have a great day. You too. Thank you. Goodbye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling ... my name is Francesca. How can I assist you today?

Speaker speaker_1: Yeah, uh, so I just... I'm not sure, really, if I'm signed up for this, like, list or not, but, like, I just wanted to cancel it in case I am, if that makes any sense. Sorry. Uh-

Speaker speaker_0: Okay, so you're calling to cancel-

Speaker speaker_1: I thought I-

Speaker speaker_0: ... order, client insurance with your staffing company?

Speaker speaker_1: Yes. Yes, ma'am.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: It's, uh, Crown Staffing in North Vernon.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 0859.

Speaker speaker_0: And the last name, please?

Speaker speaker_1: Crome, C-R-O-M-E.

Speaker speaker_0: And did you just started working with them?

Speaker speaker_1: Yeah. Yeah, I just started.

Speaker speaker_0: Okay. So we still do not have your filed. I don't show any last name with the last four of the Social, 0859, in my system.

Speaker speaker_1: All right.

Speaker speaker_0: That does leave you two options. We can either create an account which will need your full Social for in the event that you do not feel comfortable providing it on a recorded line, then it will be you calling in throughout the days to see when we do receive your file from your staffing company.

Speaker speaker_1: Oh, okay. So does, uh, does it automatically, like, sign you up to that staffing company? 'Cause the lady I talked to, she, she said it might've already signed me up and it might not have, so I don't know. If you don't have my file, like, I, I mean, I've been working there, like, a few weeks now. So...

Speaker speaker_0: Have you gotten your first paycheck yet?

Speaker speaker_1: No.

Speaker speaker_0: Okay.

Speaker speaker_1: That's probably why. So, uh, does there... Is there a file created anyway usually, like, automatically or something?

Speaker speaker_0: No. So usually your staffing company sends over their information for the member itself, and once it enters our system, it's already an account. However, the account itself has not been sent over to us.

Speaker speaker_1: Oh, okay. Um-

Speaker speaker_0: But-

Speaker speaker_1: Yeah, no, that's all right. I'll just... I can check back here in a few days. But thank you very much, Francesca.

Speaker speaker_0: Of course. Um, I did wanna clarify, since we do not have any account for you in our system, that would mean that you still have not been enrolled.

Speaker speaker_1: Okay.

Speaker speaker_0: For the information that your staffing company sent us, it doesn't enroll you automatically after that first paycheck, but it does it at some point within those first 30 days after that first paycheck.

Speaker speaker_1: Okay. Perfect. All right. Thank you so much, then.

Speaker speaker_0: Of course. It was a pleasure speaking with you today. Have a great day.

Speaker speaker_1: You too. Thank you. Goodbye.

Speaker speaker_0: Bye-bye.