

## **Transcript: Franchesca**

**Baez-6524549354668032-5083839149555712**

### **Full Transcript**

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Yes, I was calling... I got this text message, uh, from my job, I guess, Morales. And that's- Mm-hmm. ... so I'm trying to, uh, figure out if this will help me to see my, uh, hours and work, you know, type of thing. So we strictly only have access to the insurance information. You'll have to speak with your staffing company to see if they have some type of website where you will have access to your hours and such. Right. Okay. So, you say insurance. No, you said- Yes, sir. We are only the administrators for the health benefits. Okay. Well, I'm interested in that. Can you help me with that? Sure thing. Let's see if you're illegible. What are the last four of your Social and your last name, please? 1335, John Brown Junior. Please verify your mailing address and date of birth to make sure I have the right account in front of me. You said my address? Yes, sir. Your mailing address and date of birth. 4343 Becker Drive, July 31st, 1968. We have best contact 317-453-0583? Yes. And we have your email down as johnbrownjr69@icloud.com? Yes. Okay. So due to the fact that you have worked with Morales Staffing at some point previously, I'll need to request an eligibility review to be done. Those usually take roughly 24 to 48 hours to be done. Are you an employee of the staffing company itself, like you're working at the staffing offices? Or are you just an employee that they have to assist with looking for a job? I'm an employee working for the staffing company through another job. They put me on the job. Understood. So what I'm gonna do, Mr. Brown, is send you a copy of the benefit guide while I wait for the front office to get back at me regarding your eligibility review. Okay. Is there a specific time frame when you would like me to try to give you a call back? Or is it okay to call you as soon as I hear from them? Uh, it would be more or less after four o'clock if that's possible 'cause I work up until four o'clock. And we can't- I understand. ... leave phone calls. I mean, you could... You can leave me a message or whatever. I won't answer though, you know? All right. I'll try to aim to do that after four o'clock when I hear back from them, then. Okay. Thank you. Of course. My pleasure. I hope you have a wonderful rest of your day and I look forward to giving you that call back. Bye-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: Yes, I was calling... I got this text message, uh, from my job, I guess, Morales. And that's-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... so I'm trying to, uh, figure out if this will help me to see my, uh, hours and work, you know, type of thing.

Speaker speaker\_0: So we strictly only have access to the insurance information. You'll have to speak with your staffing company to see if they have some type of website where you will have access to your hours and such.

Speaker speaker\_1: Right. Okay. So, you say insurance. No, you said-

Speaker speaker\_0: Yes, sir. We are only the administrators for the health benefits.

Speaker speaker\_1: Okay. Well, I'm interested in that. Can you help me with that?

Speaker speaker\_0: Sure thing. Let's see if you're illegible. What are the last four of your Social and your last name, please?

Speaker speaker\_1: 1335, John Brown Junior.

Speaker speaker\_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker\_1: You said my address?

Speaker speaker\_0: Yes, sir. Your mailing address and date of birth.

Speaker speaker\_1: 4343 Becker Drive, July 31st, 1968.

Speaker speaker\_0: We have best contact 317-453-0583?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And we have your email down as johnbrownjr69@icloud.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So due to the fact that you have worked with Morales Staffing at some point previously, I'll need to request an eligibility review to be done. Those usually take roughly 24 to 48 hours to be done. Are you an employee of the staffing company itself, like you're working at the staffing offices? Or are you just an employee that they have to assist with looking for a job?

Speaker speaker\_1: I'm an employee working for the staffing company through another job. They put me on the job.

Speaker speaker\_0: Understood. So what I'm gonna do, Mr. Brown, is send you a copy of the benefit guide while I wait for the front office to get back at me regarding your eligibility review.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Is there a specific time frame when you would like me to try to give you a call back? Or is it okay to call you as soon as I hear from them?

Speaker speaker\_1: Uh, it would be more or less after four o'clock if that's possible 'cause I work up until four o'clock. And we can't-

Speaker speaker\_0: I understand.

Speaker speaker\_1: ... leave phone calls. I mean, you could... You can leave me a message or whatever. I won't answer though, you know?

Speaker speaker\_0: All right. I'll try to aim to do that after four o'clock when I hear back from them, then.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: Of course. My pleasure. I hope you have a wonderful rest of your day and I look forward to giving you that call back.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_0: Bye-bye.