

Transcript: Franchesca

Baez-6551870015979520-6341560969641984

Full Transcript

Thank you for calling My name is Francine, and I assist you- Hello. How are you? Good. How are you today? Good. Uh, I'm, I'm calling to hopefully get a reference or a group number for the benefit card. Uh, I think my, my service started yesterday, but, um, yeah. Mm-hmm. Yeah, I'll have to take a look and see if it has been created. Which staffing company do you work with? Uh, WSI, uh, in Kalamazoo. And what are the last four of the Social? The last four, you said? Yes, sir. 2143. And lastly, the last name, please? Klaenyaag. First name Robin? Yep. All right. For verification purposes, could you verify your mailing address for me and your date of birth? Sure. 54637 Ridgeview Circle, Paw Paw, Michigan 49079. And date of birth is 4/9/1984. We show your best phone number down, same as the one you called on, which is 616-218-8001. Yep. And we have your email down as rkleinja@gmail.com. Correct. So actually, currently, sir, we're still waiting on that payment to activate your policy. We have not- Okay. ... received any payment as of yet. Okay. So it'll, it'll probably go through on the next paycheck and then it'll be effective? So we don't have access to the paycheck. I can't say with certainty, but based on the average timeframe that has been provided to us, which is usually one to two weeks from when you're processed, that sounds about right, 'cause your enrollment itself was processed on the 16, which was last week. Yep. Yep. Now, do you have access to your paycheck by any chance? Uh, I can access it, yeah. Okay. So your total policy should be \$51.21 being deducted out. Yes. Once you see that deduction on your paycheck, following Monday, that policy will be effective for you. Okay. Well, uh, I mean, if I call you guys back... Well, I assume you guys will send a card as well to the address. Um, if I'm back next Monday maybe, um, I'm assuming I can get that information from you? Yes, sir. So if you are active, by next week you are able to call in for us to provide that information. I do have to say, however, usually Monday, Tuesday of the activation day, I mean, activation week, sorry, activation week, sometimes we don't have access to that information right away, so we might have to request it. Okay. But as far as that part in regards to the physical cards, you are gonna have two cards sent to your house, which will be your medical, preventative and dental. But for the Elite Standard, they're only gonna issue a digital copy to the email file. Okay. So when you do give us that call to request those policy numbers and benefit cards, if you want a hard copy, make sure you ask for it so that they can send out a mail order once you're active for that physical car- card. So, yeah. So I'll, I'll get online and then request one, and then it- Mm-hmm. ... will be sent out? That is correct. Okay. Okay. Well, thank you for the information. Uh- Of course. I'll, I'll ge- Yeah, I'll give you guys a call back next week and see where we're at. Understood. Um, I recommend doing that call back possibly by Tuesday, Wednesday, just due to the fact that sometimes if the payment file that's sent over from the staffing companies isn't processed right away, we usually do them from Monday, Tuesdays or Wednesdays. Okay. All right. Have a great day. That's not a problem. Yeah. Thank you. You too. Of course.

All right. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling My name is Francine, and I assist you-

Speaker speaker_1: Hello. How are you?

Speaker speaker_0: Good. How are you today?

Speaker speaker_1: Good. Uh, I'm, I'm calling to hopefully get a reference or a group number for the benefit card. Uh, I think my, my service started yesterday, but, um, yeah.

Speaker speaker_0: Mm-hmm. Yeah, I'll have to take a look and see if it has been created. Which staffing company do you work with?

Speaker speaker_1: Uh, WSI, uh, in Kalamazoo.

Speaker speaker_0: And what are the last four of the Social?

Speaker speaker_1: The last four, you said?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: 2143.

Speaker speaker_0: And lastly, the last name, please?

Speaker speaker_1: Klaenyaag.

Speaker speaker_0: First name Robin?

Speaker speaker_1: Yep.

Speaker speaker_0: All right. For verification purposes, could you verify your mailing address for me and your date of birth?

Speaker speaker_1: Sure. 54637 Ridgeview Circle, Paw Paw, Michigan 49079. And date of birth is 4/9/1984.

Speaker speaker_0: We show your best phone number down, same as the one you called on, which is 616-218-8001.

Speaker speaker_1: Yep.

Speaker speaker_0: And we have your email down as rkleinja@gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: So actually, currently, sir, we're still waiting on that payment to activate your policy. We have not-

Speaker speaker_1: Okay.

Speaker speaker_0: ... received any payment as of yet.

Speaker speaker_1: Okay. So it'll, it'll probably go through on the next paycheck and then it'll be effective?

Speaker speaker_0: So we don't have access to the paycheck. I can't say with certainty, but based on the average timeframe that has been provided to us, which is usually one to two weeks from when you're processed, that sounds about right, 'cause your enrollment itself was processed on the 16, which was last week.

Speaker speaker_1: Yep. Yep.

Speaker speaker_0: Now, do you have access to your paycheck by any chance?

Speaker speaker_1: Uh, I can access it, yeah.

Speaker speaker_0: Okay. So your total policy should be \$51.21 being deducted out.

Speaker speaker_1: Yes.

Speaker speaker_0: Once you see that deduction on your paycheck, following Monday, that policy will be effective for you.

Speaker speaker_1: Okay. Well, uh, I mean, if I call you guys back... Well, I assume you guys will send a card as well to the address. Um, if I'm back next Monday maybe, um, I'm assuming I can get that information from you?

Speaker speaker_0: Yes, sir. So if you are active, by next week you are able to call in for us to provide that information. I do have to say, however, usually Monday, Tuesday of the activation day, I mean, activation week, sorry, activation week, sometimes we don't have access to that information right away, so we might have to request it.

Speaker speaker_1: Okay.

Speaker speaker_0: But as far as that part in regards to the physical cards, you are gonna have two cards sent to your house, which will be your medical, preventative and dental. But for the Elite Standard, they're only gonna issue a digital copy to the email file.

Speaker speaker_1: Okay.

Speaker speaker_0: So when you do give us that call to request those policy numbers and benefit cards, if you want a hard copy, make sure you ask for it so that they can send out a mail order once you're active for that physical car- card.

Speaker speaker_1: So, yeah. So I'll, I'll get online and then request one, and then it-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... will be sent out?

Speaker speaker_0: That is correct.

Speaker speaker_1: Okay. Okay. Well, thank you for the information. Uh-

Speaker speaker_0: Of course.

Speaker speaker_1: I'll, I'll ge- Yeah, I'll give you guys a call back next week and see where we're at.

Speaker speaker_0: Understood. Um, I recommend doing that call back possibly by Tuesday, Wednesday, just due to the fact that sometimes if the payment file that's sent over from the staffing companies isn't processed right away, we usually do them from Monday, Tuesdays or Wednesdays.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Have a great day.

Speaker speaker_1: That's not a problem. Yeah. Thank you. You too.

Speaker speaker_0: Of course.

Speaker speaker_1: All right. Bye.

Speaker speaker_0: Bye.