

## **Transcript: Francesca**

**Baez-4612510819336192-6393353510371328**

### **Full Transcript**

Thank you for calling Benefits Intercom, my name is Francesca. How can I assist you today? Yes, this is, um, Michael Ruffin. Hello? Yes, hello. C-- You sound very fa-- very, very har-- far away. Oh, I'm sorry. Um- Oh, yeah. This is Michael Ruffin. And, um, I was, I was talking about, um, the, um, health insurance. Okay, and what staffing company do you work with? MAU. What are the last four of your Social? 4763. Okay. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Um, michaelruffin511@gmail.com. Um, my birthday is September 7th, 1988. Okay. And sir, can I ask for your mailing address? My m- Oh, um, 2949 0000 Street. All right. And what is the city and state? Augusta, Georgia. May I have that phone number to reach you then? It's 404-749-7681. Correct. So you're currently enrolled into coverage, sir. Were you looking to make changes to your current policy? Yes, ma'am. What changes did you want to make? Um... um, the basic. The basic one. Please. You there, sir? Yes, I'm here. Yes, sir. Once again, can you please let me know what change you're trying to make to your policy, sir? Oh, no. Um, um, I'm not trying to make any change. Okay. Then how can we assist you today? Um, I was just trying to, um... I was just trying to see w- w- was I, um, enrolled into, um, health insurance. Yes, sir. You're already enrolled. You're active in medical preventative group accident, dental and vision for employee only. Okay. Okay. Okay. That's all I wanted to know. Understood. Was there anything else we can assist you with today? Oh, no, ma'am. That'll be it. Hope you have a wonderful rest of your day. Thank you for your time today. All right. Thank you. You, too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits Intercom, my name is Francesca. How can I assist you today?

Speaker speaker\_1: Yes, this is, um, Michael Ruffin.

Speaker speaker\_0: Hello?

Speaker speaker\_1: Yes, hello.

Speaker speaker\_0: C-- You sound very fa-- very, very har-- far away.

Speaker speaker\_1: Oh, I'm sorry. Um-

Speaker speaker\_0: Oh, yeah.

Speaker speaker\_1: This is Michael Ruffin. And, um, I was, I was talking about, um, the, um, health insurance.

Speaker speaker\_0: Okay, and what staffing company do you work with?

Speaker speaker\_1: MAU.

Speaker speaker\_0: What are the last four of your Social?

Speaker speaker\_1: 4763.

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

Speaker speaker\_1: Um, michaelsruffin511@gmail.com. Um, my birthday is September 7th, 1988.

Speaker speaker\_0: Okay. And sir, can I ask for your mailing address?

Speaker speaker\_1: My m- Oh, um, 2949 0000 Street.

Speaker speaker\_0: All right. And what is the city and state?

Speaker speaker\_1: Augusta, Georgia.

Speaker speaker\_0: May I have that phone number to reach you then? It's 404-749-7681.

Speaker speaker\_1: Correct.

Speaker speaker\_0: So you're currently enrolled into coverage, sir. Were you looking to make changes to your current policy?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: What changes did you want to make?

Speaker speaker\_1: Um... um, the basic. The basic one.

Speaker speaker\_0: Please. You there, sir?

Speaker speaker\_1: Yes, I'm here.

Speaker speaker\_0: Yes, sir. Once again, can you please let me know what change you're trying to make to your policy, sir?

Speaker speaker\_1: Oh, no. Um, um, I'm not trying to make any change.

Speaker speaker\_0: Okay. Then how can we assist you today?

Speaker speaker\_1: Um, I was just trying to, um... I was just trying to see w- w- was I, um, enrolled into, um, health insurance.

Speaker speaker\_0: Yes, sir. You're already enrolled. You're active in medical preventative group accident, dental and vision for employee only.

Speaker speaker\_1: Okay. Okay. Okay. That's all I wanted to know.

Speaker speaker\_0: Understood. Was there anything else we can assist you with today?

Speaker speaker\_1: Oh, no, ma'am. That'll be it.

Speaker speaker\_0: Hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker\_1: All right. Thank you. You, too.