

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Yes, hello. Good afternoon. My name is Francesca with Benefit to Know Car. I'm looking to speak with Mr. Strickland on behalf of Focus Workforce Management. Yes, ma'am. This is Charlie Strickland. Yes, sir. Well, we're calling in regards to an enrollment you processed online last Friday the 14th for yourself and spouse for medical, dental and vision. With- with... who is this with? With Focus? Yes, sir. For insurance with Focus. Yes, ma'am. Yes, sir. You didn't provide your spouse's information as a dependent on the policy, um, so at the moment the system won't be able to process it without her information in there. Can you provide me her first and last name and date of birth? Yes, ma'am. Uh, Yvonne, Y-V-O-N-E N-N-E, um, Strickland. And what is her date of birth? Uh, August the 26th, '63. August 26, 1963? Yes, ma'am. All right, and then I do want to verify... We have your address down as 101 South 3rd, number 10, Harrington, but that shows up, up as if it was a kinked-up business. Is this still correct? Um, uh, actually I don't have a box there. I'm, I'm... That's just a RV park. But can I change the address where you can send my cards or my bill, whatever you can send, ch- change to a correct... uh, another address? Yes, sir. Go ahead whenever you're ready with the mailing address you'd like to have on file for the insurance. Uh, eight- 80, uh, 1810 Howard Drive. And that's Pine Bluff, Arkansas. And what is the ZIP code? 71602. All right, so I have that as 1810 Highway Drive, 71602 in Arkansas. Yes, ma'am. Pine Bluff, Arkansas. There we go. All right, sir. So those were the only two things that we needed to verify with you. I'd like to thank you so much for your time and as well as for assisting me in finishing this. Okay. Thank you, ma'am. Now qui-... Oh, quick question before I let you go. The system is recognizing it as 1810 South Highway number five. Is this correct? South... No. Uh, 1810 Pine Bluff, Arkansas. 71602. Can you spell that street name for me? Uh, uh, Howard Drive. H-O-W-A-R-D, Howard, and then D-R for drive. 1810 Howard Drive. There we go. All right, all set. That was a misunderstanding. I thought you were saying highway instead of Harvard. We're good to go. Yes, ma'am. Okay then, I thank you. Thank you so much for taking my call. Have a wonderful rest of your day. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Yes, hello. Good afternoon. My name is Francesca with Benefit to Know Car. I'm looking to speak with Mr. Strickland on behalf of Focus Workforce Management.

Speaker speaker_2: Yes, ma'am. This is Charlie Strickland.

Speaker speaker_1: Yes, sir. Well, we're calling in regards to an enrollment you processed online last Friday the 14th for yourself and spouse for medical, dental and vision.

Speaker speaker_2: With- with... who is this with? With Focus?

Speaker speaker_1: Yes, sir. For insurance with Focus.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Yes, sir. You didn't provide your spouse's information as a dependent on the policy, um, so at the moment the system won't be able to process it without her information in there. Can you provide me her first and last name and date of birth?

Speaker speaker_2: Yes, ma'am. Uh, Yvonne, Y-V-O-N-E N-N-E, um, Strickland.

Speaker speaker_1: And what is her date of birth?

Speaker speaker_2: Uh, August the 26th, '63.

Speaker speaker_1: August 26, 1963?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right, and then I do want to verify... We have your address down as 101 South 3rd, number 10, Harrington, but that shows up, up as if it was a kinked-up business. Is this still correct?

Speaker speaker_2: Um, uh, actually I don't have a box there. I'm, I'm... That's just a RV park. But can I change the address where you can send my cards or my bill, whatever you can send, ch- change to a correct... uh, another address?

Speaker speaker_1: Yes, sir. Go ahead whenever you're ready with the mailing address you'd like to have on file for the insurance.

Speaker speaker_2: Uh, eight- 80, uh, 1810 Howard Drive. And that's Pine Bluff, Arkansas.

Speaker speaker_1: And what is the ZIP code?

Speaker speaker_2: 71602.

Speaker speaker_1: All right, so I have that as 1810 Highway Drive, 71602 in Arkansas.

Speaker speaker_2: Yes, ma'am. Pine Bluff, Arkansas.

Speaker speaker_1: There we go. All right, sir. So those were the only two things that we needed to verify with you. I'd like to thank you so much for your time and as well as for assisting me in finishing this.

Speaker speaker_2: Okay. Thank you, ma'am.

Speaker speaker_1: Now qui-... Oh, quick question before I let you go. The system is recognizing it as 1810 South Highway number five. Is this correct?

Speaker speaker_2: South... No. Uh, 1810 Pine Bluff, Arkansas. 71602.

Speaker speaker_1: Can you spell that street name for me?

Speaker speaker_2: Uh, uh, Howard Drive. H-O-W-A-R-D, Howard, and then D-R for drive.
1810 Howard Drive.

Speaker speaker_1: There we go. All right, all set. That was a misunderstanding. I thought you were saying highway instead of Harvard. We're good to go.

Speaker speaker_2: Yes, ma'am. Okay then, I thank you.

Speaker speaker_1: Thank you so much for taking my call. Have a wonderful rest of your day.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: Bye.