

## Transcript: Francesca

**Baez-4946623862718464-5599159988830208**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi, Francesca. I'm looking to enroll in BIG, but as I'm enrolling, I have this alert message that says, "Enrollment not allowed. Please contact," and this phone number, "for any changes." Sure thing. I do want to clarify why you're enrolling into It's Not BIG. Is it Benefits offered by your staffing company? Or only an administrator? What staffing company do you work with? I work with Oxford Global Resources. And what are the last four of your Social? Hmm. I'm calling on behalf of my dad, so give me one second. Oh, okay. Here it is. And then, um, while you look for that information, I do need his verbal authorization to be- Okay. ... speaking with you in regards to it. Okay. Give me one second. I'm actually gonna dial him in. Okay. So I can't be on the phone while you try to get him on the three-way. You will have to call when you have him already on the line. I'm sorry. Okay. Um- And then- Since I have you on a different line, can I call him off of another line and lock it i- and have you speak with him directly here? The thing is, I can't wait while you get him on the phone. Okay. This where I call by him. That's the only thing. I'm sorry. No, it's, it's understood. It's understood. I'll give you a ping back. Okay. And then when you call back, the information that we're going to need will be his last four of the Social, verification of address and date of birth once we locate an account, okay? Okay. Thank you. Thank you. Have a great day.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi, Francesca. I'm looking to enroll in BIG, but as I'm enrolling, I have this alert message that says, "Enrollment not allowed. Please contact," and this phone number, "for any changes."

Speaker speaker\_0: Sure thing. I do want to clarify why you're enrolling into It's Not BIG. Is it Benefits offered by your staffing company? Or only an administrator? What staffing company do you work with?

Speaker speaker\_1: I work with Oxford Global Resources.

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

Speaker speaker\_1: Hmm. I'm calling on behalf of my dad, so give me one second. Oh, okay. Here it is.

Speaker speaker\_0: And then, um, while you look for that information, I do need his verbal authorization to be-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... speaking with you in regards to it.

Speaker speaker\_1: Okay. Give me one second. I'm actually gonna dial him in.

Speaker speaker\_0: Okay. So I can't be on the phone while you try to get him on the three-way. You will have to call when you have him already on the line. I'm sorry.

Speaker speaker\_1: Okay. Um-

Speaker speaker\_0: And then-

Speaker speaker\_1: Since I have you on a different line, can I call him off of another line and lock it i- and have you speak with him directly here?

Speaker speaker\_0: The thing is, I can't wait while you get him on the phone.

Speaker speaker\_1: Okay.

Speaker speaker\_0: This where I call by him. That's the only thing. I'm sorry.

Speaker speaker\_1: No, it's, it's understood. It's understood. I'll give you a ping back.

Speaker speaker\_0: Okay. And then when you call back, the information that we're going to need will be his last four of the Social, verification of address and date of birth once we locate an account, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Have a great day.