

## **Transcript: Francesca**

**Baez-4967695362211840-5438518804004864**

### **Full Transcript**

You may be monitored... recorded for insurance purposes. Hello? Good mor-... Yes, hello, good morning. My name is Francesca with Benefits in a Card, looking to speak with Ms. Johnson on behalf of Mallory Staffing. This is she. Sorry. Go ahead. I'm good. How are you today? Fine, thank you. We're calling you to give you an update in regards to your policy issue. Mm-hmm. So our front office has reached out to your staffing company in regards to it. They have already fixed it. In fact, they did the coverage all the way to March 31st, 2025. As of right now, I'm currently still waiting on the policy numbers and ID cards to be available for us to send them to you. But if- Okay. ... you have any appointments throughout the week and your office allows it, you can give us a call and we'll be able to verify coverage through that way. If you did- Oh. ... have any services... Go ahead. No, go ahead. I was going to say, if you had any services from March 31st up to present date, that would have been covered under your policies. I can provide you the customer service phone number for your carriers to see if you're able- Mm-hmm. ... to submit the claims with them while we wait for that information to be available. Okay. Um, do you know how long that will take? For the cards to be, like, sent- Um, yes. ... available and sent out to me? Mm-hmm. They told me that it will be Thursday. Okay. ... but I am actively looking into it every morning and afternoon. Okay, thank you. Of course. Was there anything else that we can assist you with aside with this information? No, but if I wanted to reach you, can I reach you on this number? Yes, ma'am. Okay, thank you. Of course. Have a great day and thank you for your time. Okay. Bye. Bye.

### **Conversation Format**

Speaker speaker\_0: You may be monitored... recorded for insurance purposes.

Speaker speaker\_1: Hello?

Speaker speaker\_2: Good mor-... Yes, hello, good morning. My name is Francesca with Benefits in a Card, looking to speak with Ms. Johnson on behalf of Mallory Staffing.

Speaker speaker\_1: This is she. Sorry. Go ahead.

Speaker speaker\_2: I'm good. How are you today?

Speaker speaker\_1: Fine, thank you.

Speaker speaker\_2: We're calling you to give you an update in regards to your policy issue.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: So our front office has reached out to your staffing company in regards to it. They have already fixed it. In fact, they did the coverage all the way to March 31st, 2025. As of right now, I'm currently still waiting on the policy numbers and ID cards to be available for us to send them to you. But if-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... you have any appointments throughout the week and your office allows it, you can give us a call and we'll be able to verify coverage through that way. If you did-

Speaker speaker\_1: Oh.

Speaker speaker\_2: ... have any services... Go ahead.

Speaker speaker\_3: No, go ahead.

Speaker speaker\_2: I was going to say, if you had any services from March 31st up to present date, that would have been covered under your policies. I can provide you the customer service phone number for your carriers to see if you're able-

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_2: ... to submit the claims with them while we wait for that information to be available.

Speaker speaker\_1: Okay. Um, do you know how long that will take? For the cards to be, like, sent-

Speaker speaker\_2: Um, yes.

Speaker speaker\_1: ... available and sent out to me?

Speaker speaker\_2: Mm-hmm. They told me that it will be Thursday.

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... but I am actively looking into it every morning and afternoon.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_2: Of course. Was there anything else that we can assist you with aside with this information?

Speaker speaker\_1: No, but if I wanted to reach you, can I reach you on this number?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_2: Of course. Have a great day and thank you for your time.

Speaker speaker\_1: Okay. Bye.

Speaker speaker\_2: Bye.