

## **Transcript: Francesca**

**Baez-4993186910912512-5484101739954176**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 o' Clock. My name is Francesca. How can I assist you today? Uh... Yes. Uh... This is Nancy Ledford and I had a... I have a policy with you, and I had a credit on my premium, and I received a letter saying that they could mail me the check, but I never did get back with you. So if you could look at my account, uh... Let me see. Give you the number. It's G1505- Sir, I apologize for interrupting you, ma'am. I'm almost sure you're calling the wrong place. Let's take a look in our system. What staffing company are you with? Oh, Allsta- No, I'm calling about my Allstate Motor Club card. Then you're most definitely calling the wrong place, ma'am. We're the account administrators for the health insurance of the staffing companies. I-

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits 10 o' Clock. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Uh... Yes. Uh... This is Nancy Ledford and I had a... I have a policy with you, and I had a credit on my premium, and I received a letter saying that they could mail me the check, but I never did get back with you. So if you could look at my account, uh... Let me see. Give you the number. It's G1505-

Speaker speaker\_1: Sir, I apologize for interrupting you, ma'am. I'm almost sure you're calling the wrong place. Let's take a look in our system. What staffing company are you with?

Speaker speaker\_2: Oh, Allsta- No, I'm calling about my Allstate Motor Club card.

Speaker speaker\_1: Then you're most definitely calling the wrong place, ma'am. We're the account administrators for the health insurance of the staffing companies.

Speaker speaker\_2: I-