

Transcript: Francesca

Baez-5037576499281920-5198799740125184

Full Transcript

Thank you for calling Benefits InterCard. My name is Francesca. How can I assist you today? Yes, is this crime... No, sir. You called Benefits InterCard, the account administrators for the health services that the staffing companies offer. Oh. What is this concerning? Someone texted, text me, said it was a lapse of coverage or something. Sir, if the word lapse of coverage is there it means that your staffing company did not send the deduction to pay your premium for insurance. Oh, okay. Okay. All right. No problem. No question.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits InterCard. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, is this crime...

Speaker speaker_0: No, sir. You called Benefits InterCard, the account administrators for the health services that the staffing companies offer.

Speaker speaker_1: Oh. What is this concerning? Someone texted, text me, said it was a lapse of coverage or something.

Speaker speaker_0: Sir, if the word lapse of coverage is there it means that your staffing company did not send the deduction to pay your premium for insurance.

Speaker speaker_1: Oh, okay. Okay. All right. No problem.

Speaker speaker_0: No question.