

## **Transcript: Franchesca**

**Baez-5061957178277888-5989149080993792**

### **Full Transcript**

Thank you for calling 000 Company. How may I assist you today? Uh, you- you were probably breaking up a little bit. Yes, ma'am. How can we help you today? Uh, yes, I was wanting to check on, uh, what coverage we have, uh, through my husband's work, uh, as far as our insurance. What staffing company does he work with? Superior Skilled Trades. Is anyone moving? What are the last four of his social? 8974. And his last name? Risinger. All right. And what is your first name and date of birth? Mine is Tonya, T-O-N-Y-A. And my date of birth is 6/17/72. Unfortunately, your information is not on his account as a dependent. I will not be able to disclose information regarding it. You will have to call with him on the line for us to get verbal authorization, unfortunately. Even though I'm on the policy? You're not, ma'am. Ms. Risinger, I'm on your husband's account- I know I'm on the policy. No, ma'am. I'm on your husband account, and there is no dependent information. Due to there being no dependent information, your spouse has to call them. Okay, but I'm on the policy. Is this a new insurance that they're switching to? 'Cause I've been being on the insurance. Superior Trades did make a change from their benefits administration, but your spouse's current policy does not have any dependent information. Because you're not in there, I can't provide you any specifics in his account or the status of it. Okay, thank you. My pleasure. We're gonna be open-

### **Conversation Format**

Speaker speaker\_0: Thank you for calling 000 Company. How may I assist you today?

Speaker speaker\_1: Uh, you- you were probably breaking up a little bit.

Speaker speaker\_0: Yes, ma'am. How can we help you today?

Speaker speaker\_1: Uh, yes, I was wanting to check on, uh, what coverage we have, uh, through my husband's work, uh, as far as our insurance.

Speaker speaker\_0: What staffing company does he work with?

Speaker speaker\_1: Superior Skilled Trades.

Speaker speaker\_0: Is anyone moving? What are the last four of his social?

Speaker speaker\_1: 8974.

Speaker speaker\_0: And his last name?

Speaker speaker\_1: Risinger.

Speaker speaker\_0: All right. And what is your first name and date of birth?

Speaker speaker\_1: Mine is Tonya, T-O-N-Y-A. And my date of birth is 6/17/72.

Speaker speaker\_0: Unfortunately, your information is not on his account as a dependent. I will not be able to disclose information regarding it. You will have to call with him on the line for us to get verbal authorization, unfortunately.

Speaker speaker\_1: Even though I'm on the policy?

Speaker speaker\_0: You're not, ma'am. Ms. Risinger, I'm on your husband's account-

Speaker speaker\_1: I know I'm on the policy.

Speaker speaker\_0: No, ma'am. I'm on your husband account, and there is no dependent information. Due to there being no dependent information, your spouse has to call them.

Speaker speaker\_1: Okay, but I'm on the policy. Is this a new insurance that they're switching to? 'Cause I've been being on the insurance.

Speaker speaker\_0: Superior Trades did make a change from their benefits administration, but your spouse's current policy does not have any dependent information. Because you're not in there, I can't provide you any specifics in his account or the status of it.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: My pleasure. We're gonna be open-