

Transcript: Francesca

Baez-5338680343183360-4580251261517824

Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Uh, yes, ma'am. This is Isaiah Heard. I need to get my, uh, insurance information. And what staffing company do you work with? AutoZone. No, sir, the staffing company. Oh, WorkSmart. What are the last four of your Social? 2839. And lastly, your last name? Uh, Heard, H-A-R-D. Absolutely great- Right. To make sure that I located the right account, can you verify your mailing address and date of birth for me, please? Uh, 3/12/2000, um, 343 Hazel Creek Circle, Lavonia, Georgia 30553. Yeah, Beth, contact him as the one you called on today, 706-436-8658. Yes, ma'am. Can I have your email down as isaiahheard23@gmail, I mean, @yahoo.com? Yes, ma'am. So, Mr. Heard, you don't have any coverage. You actually opted out of the auto enrollment, so you don't have any active insurance at the moment. All right. Thank you. No problem. Have a great day.

Conversation Format

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

Speaker speaker_1: Uh, yes, ma'am. This is Isaiah Heard. I need to get my, uh, insurance information.

Speaker speaker_0: And what staffing company do you work with?

Speaker speaker_1: AutoZone.

Speaker speaker_0: No, sir, the staffing company.

Speaker speaker_1: Oh, WorkSmart.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 2839.

Speaker speaker_0: And lastly, your last name?

Speaker speaker_1: Uh, Heard, H-A-R-D.

Speaker speaker_2: Absolutely great-

Speaker speaker_0: Right. To make sure that I located the right account, can you verify your mailing address and date of birth for me, please?

Speaker speaker_1: Uh, 3/12/2000, um, 343 Hazel Creek Circle, Lavonia, Georgia 30553.

Speaker speaker_0: Yeah, Beth, contact him as the one you called on today, 706-436-8658.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Can I have your email down as isaiahheard23@gmail, I mean, @yahoo.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: So, Mr. Heard, you don't have any coverage. You actually opted out of the auto enrollment, so you don't have any active insurance at the moment.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: No problem. Have a great day.