

## **Transcript: Franchesca**

**Baez-5354102598189056-6270152441380864**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?  
Hi, Francesca. I'm s-... My name is Tate Pierce. I'm calling to check on health insurance. I'm sorry? To see what I have. I, I check for health insurance. You're calling to check on insurance? Yeah. Health insurance. I'm sorry, ma'am, are you saying you have insurance or you're checking to see if you have it? I check to see I... do I have it, because I've been paid. That's what they told me, that I've been paid. I under temporary search. Okay, what staffing company do you work with and what are the last four of the Social? Third and 1428. Please verify your mailing address and date of birth to make sure I have the right account. Okay. 629... Oh, you need my address, right? Yes, ma'am. Your address and date of birth. Okay. 629 Overlook Street, Culpeper, Virginia, 22701. My birthday, March 25th, 1965. We have a different address, ma'am. It will be the one that you put on your application with SEARCH. Yeah, it is 629 Overlook Street. That's what I put in. We were provided a different address. Maybe it was your old address. If you're not sure, I will need the full Social to verify the account, if you don't mind. What address they have there? During a verification- Do you have- ... during a verification process, we're not allowed to inform you of the information that we have in front of us. Oh. Okay. Um, okay. My whole Social. Oh, I hate to do that. Can you check under my birthday? No, ma'am. The thing is, you'll be surprised the amount of people that have the same first and last name and the last four of the Social. If you do not feel comfortable providing me a full Social, I will recommend calling your SEARCH office to see what address they have on their system. Okay. Okay, thank you. I need to call them back. I don't know why they don't have all my... Okay, I call back. Then I call you back tomorrow. Understood. Thank you. Bye. My pleasure. Have a great day. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi, Francesca. I'm s-... My name is Tate Pierce. I'm calling to check on health insurance.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: To see what I have. I, I check for health insurance.

Speaker speaker\_0: You're calling to check on insurance?

Speaker speaker\_1: Yeah. Health insurance.

Speaker speaker\_0: I'm sorry, ma'am, are you saying you have insurance or you're checking to see if you have it?

Speaker speaker\_1: I check to see I... do I have it, because I've been paid. That's what they told me, that I've been paid. I under temporary search.

Speaker speaker\_0: Okay, what staffing company do you work with and what are the last four of the Social?

Speaker speaker\_1: Third and 1428.

Speaker speaker\_0: Please verify your mailing address and date of birth to make sure I have the right account.

Speaker speaker\_1: Okay. 629... Oh, you need my address, right?

Speaker speaker\_0: Yes, ma'am. Your address and date of birth.

Speaker speaker\_1: Okay. 629 Overlook Street, Culpeper, Virginia, 22701. My birthday, March 25th, 1965.

Speaker speaker\_0: We have a different address, ma'am. It will be the one that you put on your application with SEARCH.

Speaker speaker\_1: Yeah, it is 629 Overlook Street. That's what I put in.

Speaker speaker\_0: We were provided a different address. Maybe it was your old address. If you're not sure, I will need the full Social to verify the account, if you don't mind.

Speaker speaker\_1: What address they have there?

Speaker speaker\_0: During a verification-

Speaker speaker\_1: Do you have-

Speaker speaker\_0: ... during a verification process, we're not allowed to inform you of the information that we have in front of us.

Speaker speaker\_1: Oh. Okay. Um, okay. My whole Social. Oh, I hate to do that. Can you check under my birthday?

Speaker speaker\_0: No, ma'am. The thing is, you'll be surprised the amount of people that have the same first and last name and the last four of the Social. If you do not feel comfortable providing me a full Social, I will recommend calling your SEARCH office to see what address they have on their system.

Speaker speaker\_1: Okay. Okay, thank you. I need to call them back. I don't know why they don't have all my... Okay, I call back. Then I call you back tomorrow.

Speaker speaker\_0: Understood.

Speaker speaker\_1: Thank you. Bye.

Speaker speaker\_0: My pleasure. Have a great day.

Speaker speaker\_1: You too. Bye.