

## **Transcript: Francesca**

**Baez-5386070335733760-5423539630424064**

### **Full Transcript**

Thank you for calling Benefits 100. My name is Francesca. How can I help you? Hello? Yes, hello. Hello? Yes, hello. Yeah, um, I have got a, a message saying that there are... my, uh, card is in- ineffective. I don't know what it mean, what the message means. Can you read it for me word by word? One second. I'm just going to look at it. Okay. It says, uh, "No staff and employment reminder to review the email you receive regarding the transaction of your benefit effective 2/3/25. If you have not received the email, um, call, call this." Call this number. Okay. Yes, sir. So... Excuse me. So the email is advising you that your staffing company has switched over from account administrators for their health insurance. Did you not receive any email in regards to your policy that's being transferred to us? Oh, okay, okay, okay. I gotcha, I gotcha. Thank you, though. I thought it was something bigger, a bit different. No, that's what they meant for it. So they have our information there so that in the event that you didn't receive the email, where you can review and make sure that all of the plans that you were currently enrolled into are being transferred to, with us. Okay. So we give out the code so that you can make sure that those benefits are being transferred properly. Do you want me to take a look at your account? Uh, you can. What are the last four of the Social and the last name? Um, 9522. And what's the last name, sir? Green. And to make sure I have the right account in front of me, could you verify your mailing address for me and date of birth? 3421 111th Street, Corona, Queens, 11368. My date of birth is, um, February 1st, 1983. We have that phone number to call, same as the one you're calling today ending in 3794. Was the email of first and last name number nine at gmail.com? Yes. You're asking me what's my what? Um, the email address. Uh, lawon green number nine at gmail.com. All right. So part of the information I show on your account, it shows that you were currently not active under any health insurance with them. Is this correct? Yeah. Okay. All right. So you should be all good to go. All right. That's it? Yes, sir. All right. Thank you. My pleasure. Have a wonderful rest of your day.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 100. My name is Francesca. How can I help you?

Speaker speaker\_1: Hello?

Speaker speaker\_0: Yes, hello.

Speaker speaker\_1: Hello?

Speaker speaker\_0: Yes, hello.

Speaker speaker\_1: Yeah, um, I have got a, a message saying that there are... my, uh, card is in- ineffective. I don't know what it mean, what the message means.

Speaker speaker\_0: Can you read it for me word by word?

Speaker speaker\_1: One second. I'm just going to look at it.

Speaker speaker\_0: Okay.

Speaker speaker\_1: It says, uh, "No staff and employment reminder to review the email you receive regarding the transaction of your benefit effective 2/3/25. If you have not received the email, um, call, call this." Call this number.

Speaker speaker\_0: Okay. Yes, sir. So... Excuse me. So the email is advising you that your staffing company has switched over from account administrators for their health insurance. Did you not receive any email in regards to your policy that's being transferred to us?

Speaker speaker\_1: Oh, okay, okay, okay. I gotcha, I gotcha. Thank you, though. I thought it was something bigger, a bit different.

Speaker speaker\_0: No, that's what they meant for it. So they have our information there so that in the event that you didn't receive the email, where you can review and make sure that all of the plans that you were currently enrolled into are being transferred to, with us.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So we give out the code so that you can make sure that those benefits are being transferred properly. Do you want me to take a look at your account?

Speaker speaker\_1: Uh, you can.

Speaker speaker\_0: What are the last four of the Social and the last name?

Speaker speaker\_1: Um, 9522.

Speaker speaker\_0: And what's the last name, sir?

Speaker speaker\_1: Green.

Speaker speaker\_0: And to make sure I have the right account in front of me, could you verify your mailing address for me and date of birth?

Speaker speaker\_1: 3421 111th Street, Corona, Queens, 11368. My date of birth is, um, February 1st, 1983.

Speaker speaker\_0: We have that phone number to call, same as the one you're calling today ending in 3794. Was the email of first and last name number nine at gmail.com?

Speaker speaker\_1: Yes. You're asking me what's my what?

Speaker speaker\_0: Um, the email address.

Speaker speaker\_1: Uh, lawon green number nine at gmail.com.

Speaker speaker\_0: All right. So part of the information I show on your account, it shows that you were currently not active under any health insurance with them. Is this correct?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. All right. So you should be all good to go.

Speaker speaker\_1: All right. That's it?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: My pleasure. Have a wonderful rest of your day.