

## **Transcript: Francesca**

**Baez-5522922226008064-5794215529758720**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 O'Clock. My name is Francesca. How can I assist you today? Um, hi. Um, Surge Card told me... Well, I had an appointment at Surge and they told me to cancel my insurance, to call this number and to cancel my insurance. What are the last four of your Social? Five, three, five, five. And the last name? Trigueros. T-R-I-G-U-E-R-O-S. Are you sure the last four of your Social are five, three, five, five? Yes. Did you just recently started working with them or finish an application? Um, yeah. I had just recently started working with them, like, a week ago. Okay. So we don't have your account yet. They haven't sent it over. I gave you two options. We can either make one, but I will need your full Social in order to do so. If you don't feel comfortable providing it, then it will be you calling in throughout the week or next week to see if we have that and the benefit filed already. All, all right. Thank you. No problem. All right. Thanks so much.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits 10 O'Clock. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Um, hi. Um, Surge Card told me... Well, I had an appointment at Surge and they told me to cancel my insurance, to call this number and to cancel my insurance.

Speaker speaker\_1: What are the last four of your Social?

Speaker speaker\_2: Five, three, five, five. And the last name? Trigueros. T-R-I-G-U-E-R-O-S.

Speaker speaker\_1: Are you sure the last four of your Social are five, three, five, five?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Did you just recently started working with them or finish an application?

Speaker speaker\_2: Um, yeah. I had just recently started working with them, like, a week ago.

Speaker speaker\_1: Okay. So we don't have your account yet. They haven't sent it over. I gave you two options. We can either make one, but I will need your full Social in order to do so. If you don't feel comfortable providing it, then it will be you calling in throughout the week or next week to see if we have that and the benefit filed already.

Speaker speaker\_2: All, all right. Thank you.

Speaker speaker\_1: No problem.

Speaker speaker\_2: All right. Thanks so much.