

## **Transcript: Francesca**

**Baez-5571097386336256-5811755879546880**

### **Full Transcript**

Thank you for calling Benefits 10-0-5. My name is Francesca. How can I assist you today? Hey, I'm looking to s-- um, see if, um, when my benefits will be active. So we can't advise you when they will be active. We can inform you whether or not they're active. Okay, yeah. Could you do that for me? Sure thing. What staffing company do you work with? Uh, Doherty's. I'm sorry, sir. You sound far away. Doherty's. And what is the last four of your Social? 5571. And your last name, please? Yang. Just verifying your mailing address and date of birth to make sure I'm in the right account. Um, kalyang153@icloud.com. And you said my date of birth? Yes, sir. Can I ask for your mailing address, not email, please? Oh, m- oh, mailing, mailing address. 5806 Drew Avenue North, 55429. And your date of birth, please? February 22nd, 2002. And is this one number to contact you, 363-7761? Yes. Yes, sir. It shows your benefits became active yesterday, February the 3rd. So as of now, your carriers are currently making your policy number and benefit cards. They should be sent out by Friday the 7th of this week. Okay. All right, sounds good. Except for the Four Your Ex. Go ahead. Mm-hmm. I was just going to inform you that the Four Your Ex benefit card doesn't get sent out. You have to register your account in order to gain access to your benefit card for that membership. Okay, sounds good. All right. Was there anything else I can assist you with aside from that? No, that's it. Understood. I hope you have a wonderful rest of your day, and thank you for your time today. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10-0-5. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hey, I'm looking to s-- um, see if, um, when my benefits will be active.

Speaker speaker\_0: So we can't advise you when they will be active. We can inform you whether or not they're active.

Speaker speaker\_1: Okay, yeah. Could you do that for me?

Speaker speaker\_0: Sure thing. What staffing company do you work with?

Speaker speaker\_1: Uh, Doherty's.

Speaker speaker\_0: I'm sorry, sir. You sound far away.

Speaker speaker\_1: Doherty's.

Speaker speaker\_0: And what is the last four of your Social?

Speaker speaker\_1: 5571.

Speaker speaker\_0: And your last name, please?

Speaker speaker\_1: Yang.

Speaker speaker\_0: Just verifying your mailing address and date of birth to make sure I'm in the right account.

Speaker speaker\_1: Um, kalyang153@icloud.com. And you said my date of birth?

Speaker speaker\_0: Yes, sir. Can I ask for your mailing address, not email, please?

Speaker speaker\_1: Oh, m- oh, mailing, mailing address. 5806 Drew Avenue North, 55429.

Speaker speaker\_0: And your date of birth, please?

Speaker speaker\_1: February 22nd, 2002.

Speaker speaker\_0: And is this one number to contact you, 363-7761?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Yes, sir. It shows your benefits became active yesterday, February the 3rd. So as of now, your carriers are currently making your policy number and benefit cards. They should be sent out by Friday the 7th of this week.

Speaker speaker\_1: Okay. All right, sounds good.

Speaker speaker\_0: Except for the Four Your Ex. Go ahead.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: I was just going to inform you that the Four Your Ex benefit card doesn't get sent out. You have to register your account in order to gain access to your benefit card for that membership.

Speaker speaker\_1: Okay, sounds good.

Speaker speaker\_0: All right. Was there anything else I can assist you with aside from that?

Speaker speaker\_1: No, that's it.

Speaker speaker\_0: Understood. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker\_1: Thank you. Bye-bye.