

Transcript: Francesca

Baez-5616633052086272-5723225902759936

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit.com. My name is Francesca. How can I assist you today? Yes, I'm calling to see if my service is... not my service, if my insurance is still in effect or not. Uh, what staffing company do you work with? Uh, say that again? What staffing company do you work with? Uh, TRC. What are the last four of the social? Two, three, six, six. And for security purposes, a last name? Edwards. Deandre Edwards? Yes. Could you verify your mailing address for me and date of birth? Uh, 8104 Webb Road, Apartment 3212 Riverdale, Georgia 30274. And we have the best phone number to reach you down as 470-662-6730? Yes. She said that she owed a good deal last month. And she was going over the line asking for money. And we have your email address down as last name, first name@aol.com? Yes. This is all we need from you. Yes, sir. So you are currently active all the way to this Sunday 17th at the moment. 'Til when? 'Til this Monday 17th. Say that one more time, I'm sorry, I couldn't hear you. It's okay. You're still active for this week all the way to this Sunday the 17th. Oh, okay, okay. Cool, cool. All righty, thank you. That's all I needed to know. No problem. Would you need any other policy information? No, ma'am. That's it, have a great day. Thank you. You too have a wonderful rest of your day. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefit.com. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, I'm calling to see if my service is... not my service, if my insurance is still in effect or not.

Speaker speaker_1: Uh, what staffing company do you work with?

Speaker speaker_2: Uh, say that again?

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Uh, TRC.

Speaker speaker_1: What are the last four of the social?

Speaker speaker_2: Two, three, six, six.

Speaker speaker_1: And for security purposes, a last name?

Speaker speaker_2: Edwards.

Speaker speaker_1: Deandre Edwards?

Speaker speaker_2: Yes.

Speaker speaker_1: Could you verify your mailing address for me and date of birth?

Speaker speaker_2: Uh, 8104 Webb Road, Apartment 3212 Riverdale, Georgia 30274.

Speaker speaker_1: And we have the best phone number to reach you down as 470-662-6730?

Speaker speaker_2: Yes.

Speaker speaker_3: She said that she owed a good deal last month. And she was going over the line asking for money.

Speaker speaker_1: And we have your email address down as last name, first name@aol.com?

Speaker speaker_2: Yes.

Speaker speaker_3: This is all we need from you.

Speaker speaker_1: Yes, sir. So you are currently active all the way to this Sunday 17th at the moment.

Speaker speaker_2: 'Til when?

Speaker speaker_1: 'Til this Monday 17th.

Speaker speaker_2: Say that one more time, I'm sorry, I couldn't hear you.

Speaker speaker_1: It's okay. You're still active for this week all the way to this Sunday the 17th.

Speaker speaker_2: Oh, okay, okay. Cool, cool. All righty, thank you. That's all I needed to know.

Speaker speaker_1: No problem. Would you need any other policy information?

Speaker speaker_2: No, ma'am. That's it, have a great day.

Speaker speaker_1: Thank you. You too have a wonderful rest of your day.

Speaker speaker_2: Bye-bye.