

## **Transcript: Francesca**

**Baez-5751586452094976-6477791870533632**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello, can I reach Francesca? How can I assist you today? Hi, Francesca. Um, I am calling to see if I am still enrolled in the dental insurance. What staffing company do you work with? I work, um, for Hospitality Staffing Solution. What are the last four of your Social? Oh, I don't know it by heart. Okay. Um- So, since we're not a staffing company, our system works different than a regular insurance would since we're just the account administrator, we're not the actual carrier. Okay. Due to the fact that we work with more than one staffing company in the country, we need the last four of your Social to locate you. Got it. Um, so I'll have to call you back then. Okay. So- When you do call back, um, aside from the last four of the Social number- Oh. ... to actually verify. Wait, 'cause I have a pay stub and I have it on my pay stub. Uh, it's 7909. Okay. You said 7909? Yes, ma'am. And what is your last name? Martin. Please verify your mailing address and date of birth to make sure I have the right account. The date of birth is April 6th, 1957. And the address is 3465, uh, Mecca Circle, Orlando, Florida, 32837. And we have the best phone number to reach you down as 407-569-6917. Uh, I changed my phone number. It's 407-417-2409. And we have your email down as wintergardenscigs- Yeah. ... gmail.com? Yeah. No, Ms. Martin, it shows that that policy expired on August 18, 2024 when you became COBRA. Do you remember if you got COBRA with them for the dental? No. Okay. So on our side, you don't have benefits since August. If you would like, I can still get you transferred over to the phone number for COBRA, um, to see if maybe you continue the benefits with them. But if you're 100% sure that you did not continue with them, then that would be- No, I didn't.

### **Conversation Format**

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

Speaker speaker\_1: Hello, can I reach Francesca? How can I assist you today?

Speaker speaker\_2: Hi, Francesca. Um, I am calling to see if I am still enrolled in the dental insurance.

Speaker speaker\_1: What staffing company do you work with?

Speaker speaker\_2: I work, um, for Hospitality Staffing Solution.

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

Speaker speaker\_2: Oh, I don't know it by heart.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Um-

Speaker speaker\_1: So, since we're not a staffing company, our system works different than a regular insurance would since we're just the account administrator, we're not the actual carrier.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Due to the fact that we work with more than one staffing company in the country, we need the last four of your Social to locate you.

Speaker speaker\_2: Got it. Um, so I'll have to call you back then.

Speaker speaker\_1: Okay.

Speaker speaker\_2: So-

Speaker speaker\_1: When you do call back, um, aside from the last four of the Social number-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... to actually verify.

Speaker speaker\_2: Wait, 'cause I have a pay stub and I have it on my pay stub. Uh, it's 7909.

Speaker speaker\_1: Okay. You said 7909?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And what is your last name?

Speaker speaker\_2: Martin.

Speaker speaker\_1: Please verify your mailing address and date of birth to make sure I have the right account.

Speaker speaker\_2: The date of birth is April 6th, 1957. And the address is 3465, uh, Mecca Circle, Orlando, Florida, 32837.

Speaker speaker\_1: And we have the best phone number to reach you down as 407-569-6917.

Speaker speaker\_2: Uh, I changed my phone number. It's 407-417-2409.

Speaker speaker\_1: And we have your email down as wintergardenscigs-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... gmail.com?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: No, Ms. Martin, it shows that that policy expired on August 18, 2024 when you became COBRA. Do you remember if you got COBRA with them for the dental?

Speaker speaker\_2: No.

Speaker speaker\_1: Okay. So on our side, you don't have benefits since August. If you would like, I can still get you transferred over to the phone number for COBRA, um, to see if maybe you continue the benefits with them. But if you're 100% sure that you did not continue with them, then that would be-

Speaker speaker\_2: No, I didn't.