

## **Transcript: Franchesca**

**Baez-5844248270159872-5572394020192256**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... My name is French ... How can I help you? Um, yes, I was just calling to see if my, um, plan... my insurance is active yet? What staffing company do you work with? I'm with Focus Workforce Management. What are the last four of the social? 7237. And the last name? Clark. For security purposes can you please verify your mailing address? My address is 1125 South Walnut Street, Apartment 101, Muncie, Indiana 47302. Can I have the best phone number to reach you down as 605-403-1167? Um, it's 605-503-1167. And what is your date of birth? 11/2/95. Let me have your email down... A-S-P-E-N-C3 30@gmail.com? Um, C830@gmail, yes. Okay. So that's... It's 830. It's... Okay. Yes, ma'am I see here that yesterday was when your coverage become effective. Okay. Is there a way I can get the, um, member ID, the group number, or is there a way I can get the- Hold music. ... them emailed to me? I'll have to take a look and see if they're ready 'cause yesterday was when they received the payment for the activation. So that's when they started making the policy, creating benefit cards, putting you into the system and such. I have to place in a quick call to see if any of them are ready. Okay, thank you. No problem. Please hold. Thank you for holding, Ms. Clark. So at the moment, none of the benefit cards are ready yet. Okay. I will send a message out to the front office to see if they can expedite getting them sooner. Okay, thank you. About how long does it take for me to receive the cards in the mail? Roughly three to four weeks after Friday, that will be when they send. Okay. Thank, thank you. No problem. I should be getting back to you within 24 to 48 hours in regards to those benefit cards. Okay. Sounds good. Thank you so much. No problem. Hope you have a wonderful rest of your day. Thank you for your time today. You too. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits ... My name is French ... How can I help you?

Speaker speaker\_2: Um, yes, I was just calling to see if my, um, plan... my insurance is active yet?

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

Speaker speaker\_2: I'm with Focus Workforce Management.

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

Speaker speaker\_2: 7237.

Speaker speaker\_1: And the last name?

Speaker speaker\_2: Clark.

Speaker speaker\_1: For security purposes can you please verify your mailing address?

Speaker speaker\_2: My address is 1125 South Walnut Street, Apartment 101, Muncie, Indiana 47302.

Speaker speaker\_1: Can I have the best phone number to reach you down as 605-403-1167?

Speaker speaker\_2: Um, it's 605-503-1167.

Speaker speaker\_1: And what is your date of birth?

Speaker speaker\_2: 11/2/95.

Speaker speaker\_1: Let me have your email down... A-S-P-E-N-C3 30@gmail.com?

Speaker speaker\_2: Um, C830@gmail, yes.

Speaker speaker\_1: Okay. So that's...

Speaker speaker\_2: It's 830.

Speaker speaker\_1: It's... Okay. Yes, ma'am I see here that yesterday was when your coverage become effective.

Speaker speaker\_2: Okay. Is there a way I can get the, um, member ID, the group number, or is there a way I can get the-

Speaker speaker\_3: Hold music.

Speaker speaker\_2: ... them emailed to me?

Speaker speaker\_1: I'll have to take a look and see if they're ready 'cause yesterday was when they received the payment for the activation. So that's when they started making the policy, creating benefit cards, putting you into the system and such. I have to place in a quick call to see if any of them are ready.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: No problem. Please hold. Thank you for holding, Ms. Clark. So at the moment, none of the benefit cards are ready yet.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I will send a message out to the front office to see if they can expedite getting them sooner.

Speaker speaker\_2: Okay, thank you. About how long does it take for me to receive the cards in the mail?

Speaker speaker\_1: Roughly three to four weeks after Friday, that will be when they send.

Speaker speaker\_2: Okay. Thank, thank you.

Speaker speaker\_1: No problem. I should be getting back to you within 24 to 48 hours in regards to those benefit cards.

Speaker speaker\_2: Okay. Sounds good. Thank you so much.

Speaker speaker\_1: No problem. Hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker\_2: You too. Bye.