

## **Transcript: Francesca**

**Baez-5859704860786688-5079088917594112**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... my name is Francesca. How can I assist you today? Yeah. This is Laquita Peters. I was calling about . What staffing company do you work with? Dart. What is the last four of your Social? 4429. One of the la- What is your last name, sorry? Peters. Could you please verify your mailing address and date of birth for security purposes? 3181 B. We have a different address on file. Oh. It could be, but if you have a different mailing address, maybe you provided that address to search in your application. I did. It's still 3730 Manchester, Georgia. Yes, ma'am. And what is the date of birth? 02/28/99. We have the best number to reach you down as 678-953-5425. 678-953-5425. And we have your email down as lastname.period.firstname24@gmail.com? Mm-hmm. And for the purpose of the call being recorded, you stated you would like to decline ... due to you not wanting coverage, correct? Correct. All right. You're all set, Ms. Peters. Was there anything else we can assist you with today? No. I hope you have a wonderful rest of your day, and thank you for calling Benefits ... today. You, too. 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 Benefits ... my name is Francesca. How can I assist you today?

Speaker speaker\_2: Yeah. This is Laquita Peters. I was calling about .

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

Speaker speaker\_2: Dart.

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

Speaker speaker\_2: 4429.

Speaker speaker\_1: One of the la- What is your last name, sorry?

Speaker speaker\_2: Peters.

Speaker speaker\_1: Could you please verify your mailing address and date of birth for security purposes?

Speaker speaker\_2: 3181 B.

Speaker speaker\_1: We have a different address on file.

Speaker speaker\_2: Oh.

Speaker speaker\_1: It could be, but if you have a different mailing address, maybe you provided that address to search in your application.

Speaker speaker\_2: I did. It's still 3730 Manchester, Georgia.

Speaker speaker\_1: Yes, ma'am. And what is the date of birth?

Speaker speaker\_2: 02/28/99.

Speaker speaker\_1: We have the best number to reach you down as 678-953-5425.

Speaker speaker\_2: 678-953-5425.

Speaker speaker\_1: And we have your email down as lastname.period.firstname24@gmail.com?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And for the purpose of the call being recorded, you stated you would like to decline ... due to you not wanting coverage, correct?

Speaker speaker\_2: Correct.

Speaker speaker\_1: All right. You're all set, Ms. Peters. Was there anything else we can assist you with today?

Speaker speaker\_2: No.

Speaker speaker\_1: I hope you have a wonderful rest of your day, and thank you for calling Benefits ... today.

Speaker speaker\_2: You, too.

Speaker speaker\_1: Bye-bye.