

Transcript: Francesca

Baez-5932534283943936-5464016568500224

Full Transcript

Your call- Hello. ... is being recorded for quality purposes. Good afternoon, my name is Francesca, Benefit to Know card, looking to speak with Mr. Streibernie, sorry if I mispronounced it, on behalf of Andreas Coffin. Uh, yes, ma'am? Yes, hello, sir. Well, we gave you a call regarding enrollment in your process yesterday, in which you requested to have coverage for yourself and your spouse. However r- Yes, I- ... can't provide your spouse information, but we're calling to see if hopefully you can provide it to us. Um, well, my wife has yet to come into the country. Mm-hmm. And so she does not have a Social as of yet. Understood. Can you hear me? Yes, sir. Oh, I'm sorry. No, that's okay. Okay. So we, we are able to put her down as a dependent with just her first and last name and date of birth. Um, the only thing to keep in mind is, she won't be able to use those benefits till she gets into the country, 'cause the service- Uh-huh, of course. ... itself is not for outside of it. Yeah, I understand. Um... Okay. That's not a problem. I thought I did put he- her name in the system. I put Grisela R. Rose, uh, Scribner. And they have this... Yes, you put her down... Go ahead. Uh-huh. No, no, ladies first. Okay. No, I apologize. I was gonna say, um, you did put her down, but you put her as a beneficiary for the life insurance. So we need you to- Oh, I'm, I'm sorry. Mm-hmm. No, it's okay. She's just now a dependent, but from her information, the only thing I'm really needing is her date of birth to put her down as a dependent instead. I can give you that right now, or do I need to put it in myself? No, I can put it. Go ahead. It's August 13th of '74. August 13 of '74. Right. Yes, ma'am. And then she is still gonna be your beneficiary. She's just also going to be a dependent on the policy now as well. Okay, so yeah, I understand about her coming into the country. I totally understand. And I'm hoping once I actually have a paycheck- Mm-hmm. ... probably about 30 days later, she'll be here in the country. Oh, that's great news. That is great news. I've been without her for almost three years. Ah, I know how you must feel. My brother's also in the same situation at the moment. Yeah, um, and she's got till the 12th of May, and I'm praying that, uh, my connections with you guys will help get her here quicker. Hopefully. Yes, because also, uh, uh, my son, one of my sons is coming with her, and, uh, he has a birthday next, in, uh, May, so I'm, I'm in a rush. Ooh. It's gonna be a year for you. Yeah, it'll be his... Oh, yes. Yes, very much so. Uh, it'll be the first, his first birthday on US soil. Oh, that's gonna be a big one. Yes, ma'am. He's turning 14. God help me. Aw. And he's, he's my height too at 14. Oh. 6'1". So, yeah. Oh, the genes, the genes. Yeah. His mom is tall and I'm tall, so he's gonna be a, a big boy. Aw. Well, I hope that everything works out, and hopefully, you're here in the blink of an eye. Now, just a... Please, please forgive me. Mm-hmm. Um, your name is? My name is Francesca. Oh, Francesca, okay. Um, because I got an, uh, message, I'm guessing through the system, from this, uh, Victoria, I think her name is? Mm-hmm. But I met with Miss Vanessa yesterday. Do I still need to go to y'all's office today? I do not think so. I will reach out for her just in... to her

just in case, and I'll let you know. Okay. Thank you so very much. Of course. Thank you for taking the time to take my call. I hope you have a wonderful rest of your day. Oh, always, always. Yes, ma'am. I'll have even better day once I, I hear that I've got a job. All right. So thank you very much for giving me a call. Of course. Have a great day, and it was a pleasure speaking with you today. Yes, ma'am. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Hello.

Speaker speaker_0: ... is being recorded for quality purposes.

Speaker speaker_2: Good afternoon, my name is Francesca, Benefit to Know card, looking to speak with Mr. Streibernie, sorry if I mispronounced it, on behalf of Andreas Coffin.

Speaker speaker_1: Uh, yes, ma'am?

Speaker speaker_2: Yes, hello, sir. Well, we gave you a call regarding enrollment in your process yesterday, in which you requested to have coverage for yourself and your spouse. However r-

Speaker speaker_1: Yes, I-

Speaker speaker_2: ... can't provide your spouse information, but we're calling to see if hopefully you can provide it to us.

Speaker speaker_1: Um, well, my wife has yet to come into the country.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And so she does not have a Social as of yet.

Speaker speaker_2: Understood.

Speaker speaker_1: Can you hear me?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Oh, I'm sorry.

Speaker speaker_2: No, that's okay.

Speaker speaker_1: Okay.

Speaker speaker_2: So we, we are able to put her down as a dependent with just her first and last name and date of birth. Um, the only thing to keep in mind is, she won't be able to use those benefits till she gets into the country, 'cause the service-

Speaker speaker_1: Uh-huh, of course.

Speaker speaker_2: ... itself is not for outside of it.

Speaker speaker_1: Yeah, I understand. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: That's not a problem. I thought I did put he- her name in the system. I put Grisela R. Rose, uh, Scribner. And they have this...

Speaker speaker_2: Yes, you put her down... Go ahead.

Speaker speaker_1: Uh-huh. No, no, ladies first. Okay.

Speaker speaker_2: No, I apologize. I was gonna say, um, you did put her down, but you put her as a beneficiary for the life insurance. So we need you to-

Speaker speaker_1: Oh, I'm, I'm sorry.

Speaker speaker_2: Mm-hmm. No, it's okay. She's just now a dependent, but from her information, the only thing I'm really needing is her date of birth to put her down as a dependent instead.

Speaker speaker_1: I can give you that right now, or do I need to put it in myself?

Speaker speaker_2: No, I can put it. Go ahead.

Speaker speaker_1: It's August 13th of '74.

Speaker speaker_2: August 13 of '74. Right.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: And then she is still gonna be your beneficiary. She's just also going to be a dependent on the policy now as well.

Speaker speaker_1: Okay, so yeah, I understand about her coming into the country. I totally understand. And I'm hoping once I actually have a paycheck-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... probably about 30 days later, she'll be here in the country.

Speaker speaker_2: Oh, that's great news.

Speaker speaker_1: That is great news. I've been without her for almost three years.

Speaker speaker_2: Ah, I know how you must feel. My brother's also in the same situation at the moment.

Speaker speaker_1: Yeah, um, and she's got till the 12th of May, and I'm praying that, uh, my connections with you guys will help get her here quicker.

Speaker speaker_2: Hopefully.

Speaker speaker_1: Yes, because also, uh, uh, my son, one of my sons is coming with her, and, uh, he has a birthday next, in, uh, May, so I'm, I'm in a rush.

Speaker speaker_2: Ooh. It's gonna be a year for you.

Speaker speaker_1: Yeah, it'll be his... Oh, yes. Yes, very much so. Uh, it'll be the first, his first birthday on US soil.

Speaker speaker_2: Oh, that's gonna be a big one.

Speaker speaker_1: Yes, ma'am. He's turning 14. God help me.

Speaker speaker_2: Aw.

Speaker speaker_1: And he's, he's my height too at 14.

Speaker speaker_2: Oh.

Speaker speaker_1: 6'1". So, yeah.

Speaker speaker_2: Oh, the genes, the genes.

Speaker speaker_1: Yeah. His mom is tall and I'm tall, so he's gonna be a, a big boy.

Speaker speaker_2: Aw. Well, I hope that everything works out, and hopefully, you're here in the blink of an eye.

Speaker speaker_1: Now, just a... Please, please forgive me.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, your name is?

Speaker speaker_2: My name is Francesca.

Speaker speaker_1: Oh, Francesca, okay. Um, because I got an, uh, message, I'm guessing through the system, from this, uh, Victoria, I think her name is?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: But I met with Miss Vanessa yesterday. Do I still need to go to y'all's office today?

Speaker speaker_2: I do not think so. I will reach out for her just in... to her just in case, and I'll let you know.

Speaker speaker_1: Okay. Thank you so very much.

Speaker speaker_2: Of course. Thank you for taking the time to take my call. I hope you have a wonderful rest of your day.

Speaker speaker_1: Oh, always, always. Yes, ma'am. I'll have even better day once I, I hear that I've got a job.

Speaker speaker_2: All right.

Speaker speaker_1: So thank you very much for giving me a call.

Speaker speaker_2: Of course. Have a great day, and it was a pleasure speaking with you today.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: Bye-bye.