

## **Transcript: Francesca**

**Baez-5939497178972160-5398814047289344**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accrual. My name is Francesca. How can I assist you today? Hello? Yes, sir. I'm Jim Benji Leonard. Um... I'm sorry? Oh. Yes, sir? Um, I'm Jim Benji Leonard. I'm just, uh, um, want, uh, to make call to change my address. Okay. Will this be for the insurance purposes or for your work purposes? It's for work. Okay. So if it's in regards to work, you have to call the staffing company directly. We on the, we only handle the insurance. A staffing, a staffing company? Yes, sir. You have to call your staffing company directly. Okay. Okay. Was there anything else I can assist you with today? Jim Benji Leonard? No, sir. I'm not able to send that information to the staffing office. We work with more than one staffing company. Okay. All right. I hope you have a wonderful- Bye. ... rest of your day. Okay. Thank you. Thank you. Bye-bye. Have a good day.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits and Accrual. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Hello?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: I'm Jim Benji Leonard. Um...

Speaker speaker\_1: I'm sorry?

Speaker speaker\_2: Oh.

Speaker speaker\_1: Yes, sir?

Speaker speaker\_2: Um, I'm Jim Benji Leonard. I'm just, uh, um, want, uh, to make call to change my address.

Speaker speaker\_1: Okay. Will this be for the insurance purposes or for your work purposes?

Speaker speaker\_2: It's for work.

Speaker speaker\_1: Okay. So if it's in regards to work, you have to call the staffing company directly. We on the, we only handle the insurance.

Speaker speaker\_2: A staffing, a staffing company?

Speaker speaker\_1: Yes, sir. You have to call your staffing company directly.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Was there anything else I can assist you with today?

Speaker speaker\_2: Jim Benji Leonard?

Speaker speaker\_1: No, sir. I'm not able to send that information to the staffing office. We work with more than one staffing company.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. I hope you have a wonderful-

Speaker speaker\_2: Bye.

Speaker speaker\_1: ... rest of your day.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Have a good day.