

## **Transcript: Francesca**

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### **Full Transcript**

Good morning. Thanks ... for benefiting our program. My name is Francesca. How can I assist you today? Yeah, um, I signed in for insurance but I haven't gotten the card. Okay, let's take a look at your account. What staffing company do you work with? Um, Associating Staffing. What is the last four of your Social and the last name? Um, the last four of my Social or -? The last four, ma'am. 7586. And your last name? Jacquez. J-A-C-U-Z-E. Do you have any other last names? Oriana. Dad, what's for... Dad, it's fish. Please verify your date of birth and mailing address. July 16th, 1994. And I just changed my address to 308 West Ninth Street, Grand Island, Nebraska, 66801. Dad? Is Dad home? Is Dad home? Yes. We have the last phone number to reach you down as 80... I mean, 308-227-6114. Correct. Um, can we pl- We have your email down as first name Jacquez.1994@gmail.com. Correct. Mommy. Mommy. Pardon me one moment as I look at your account. Uh, is it this? Oh. Okay, I'm gonna place in a quick hold to see if I can locate a digital copy of the benefit card. So I'll be right back. Okay. Thank you for holding. I have emailed you copies of your benefit cards. I cannot request for another mail version of your benefit cards to be sent out, since they do take roughly three to four weeks. So it will have to be to the end of this week before we're able to put in another request for them to physically send you a benefit card. Okay. Is there anything- All right. Well, thank you. No, that's it. Uh, this video was a pleasure assisting you. Hope you have a wonderful rest of your day. Thank you, too.

### **Conversation Format**

Speaker speaker\_0: Good morning. Thanks ... for benefiting our program. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Yeah, um, I signed in for insurance but I haven't gotten the card.

Speaker speaker\_0: Okay, let's take a look at your account. What staffing company do you work with?

Speaker speaker\_1: Um, Associating Staffing.

Speaker speaker\_0: What is the last four of your Social and the last name?

Speaker speaker\_1: Um, the last four of my Social or -?

Speaker speaker\_0: The last four, ma'am.

Speaker speaker\_1: 7586.

Speaker speaker\_0: And your last name?

Speaker speaker\_1: Jacquez. J-A-C-U-Z-E.

Speaker speaker\_0: Do you have any other last names?

Speaker speaker\_1: Oriana.

Speaker speaker\_2: Dad, what's for... Dad, it's fish.

Speaker speaker\_0: Please verify your date of birth and mailing address.

Speaker speaker\_1: July 16th, 1994. And I just changed my address to 308 West Ninth Street, Grand Island, Nebraska, 66801.

Speaker speaker\_2: Dad? Is Dad home? Is Dad home?

Speaker speaker\_1: Yes.

Speaker speaker\_0: We have the last phone number to reach you down as 80... I mean, 308-227-6114.

Speaker speaker\_1: Correct. Um, can we pl-

Speaker speaker\_0: We have your email down as first name Jacquez.1994@gmail.com.

Speaker speaker\_1: Correct. Mommy. Mommy.

Speaker speaker\_0: Pardon me one moment as I look at your account.

Speaker speaker\_2: Uh, is it this? Oh.

Speaker speaker\_0: Okay, I'm gonna place in a quick hold to see if I can locate a digital copy of the benefit card. So I'll be right back.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Thank you for holding. I have emailed you copies of your benefit cards. I cannot request for another mail version of your benefit cards to be sent out, since they do take roughly three to four weeks. So it will have to be to the end of this week before we're able to put in another request for them to physically send you a benefit card.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Is there anything-

Speaker speaker\_1: All right. Well, thank you. No, that's it.

Speaker speaker\_0: Uh, this video was a pleasure assisting you. Hope you have a wonderful rest of your day.

Speaker speaker\_1: Thank you, too.