

## Transcript: Franchesca

**Baez-6008350908268544-6564138550738944**

### Full Transcript

Thank you for calling Benefits in Your Cart. My name is Francesca. How can I assist you today? Uh, um, I was wondering, could I use, uh, this, this, uh, provider for like, um, M-U-S-C? I'll have to see- Hello? ... which carrier you currently have to transfer you to them. We're only an account administrator, so we wouldn't be able to advise you on that. Oh, okay. What staffing company do you work with? Ma'am? I'm sorry. What staffing company do you work with? Oh, MAU. What are the last four of the social and your last name? 3077 Sparks. Please verify your mailing address and date of birth to make sure I have the right account in front of me. 210 Oak Grove Avenue. And, what else you said? Your date of birth. Uh, 12-11-01. I have best contacts for another one you called on, 843-754-9053, with the email of fashionewithzsparks@gmail.com. Yes, ma'am. Mmkay, so I see your current carrier would be 90 degree as the primary on this plan. Would you like a phone number before I get you transferred over to them? Um, yes, ma'am. Let me know whenever you're ready. Okay, I'm ready. That phone number is going to be 800- 800-... 833- 833- 4296. 4296. Yes, ma'am. All right. Thank you, ma'am. Of course. Would you like me to get you transferred over? Yes, ma'am. One moment please.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in Your Cart. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Uh, um, I was wondering, could I use, uh, this, this, uh, provider for like, um, M-U-S-C?

Speaker speaker\_0: I'll have to see-

Speaker speaker\_1: Hello?

Speaker speaker\_0: ... which carrier you currently have to transfer you to them. We're only an account administrator, so we wouldn't be able to advise you on that.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: What staffing company do you work with?

Speaker speaker\_1: Ma'am?

Speaker speaker\_0: I'm sorry. What staffing company do you work with?

Speaker speaker\_1: Oh, MAU.

Speaker speaker\_0: What are the last four of the social and your last name?

Speaker speaker\_1: 3077 Sparks.

Speaker speaker\_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker\_1: 210 Oak Grove Avenue. And, what else you said?

Speaker speaker\_0: Your date of birth.

Speaker speaker\_1: Uh, 12-11-01.

Speaker speaker\_0: I have best contacts for another one you called on, 843-754-9053, with the email of fashionewithzsparks@gmail.com.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Mmkay, so I see your current carrier would be 90 degree as the primary on this plan. Would you like a phone number before I get you transferred over to them?

Speaker speaker\_1: Um, yes, ma'am.

Speaker speaker\_0: Let me know whenever you're ready.

Speaker speaker\_1: Okay, I'm ready.

Speaker speaker\_0: That phone number is going to be 800-

Speaker speaker\_2: 800-...

Speaker speaker\_0: 833-

Speaker speaker\_2: 833-

Speaker speaker\_0: 4296.

Speaker speaker\_2: 4296.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_2: All right. Thank you, ma'am.

Speaker speaker\_0: Of course. Would you like me to get you transferred over?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: One moment please.