

## **Transcript: Franchesca**

**Baez-6013370385252352-6237958318800896**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-29. My name is Francheska. How can I assist you today? My name is Alvin and I did an application with Search and they had me call you all. I guess for a benefit called, uh, maybe insurance. So Benefits 10-29 is the name of the company you just called. We're the administrators for the health insurance they offer. I can try and see if we have access to your file. What are the last four of your social? 7-9-0-4. What is the spelling of that last name? Uh, my last name is Watson. My first name is Alvin. You don't have any other last name aside from Watson, correct? Ma'am? Watson. "Do you have any other last name aside from Watson?" was the question, sir. No. So we haven't received your file yet. That does give you two options. We can either create it with you on the phone, but we will need your full social. If you don't feel comfortable providing it, then it will be you giving us a call throughout the week to see when we receive it. A week? Throughout the week, sir. It doesn't mean that in a week we'll get it. It just means that you can choose any day of the week. You give us a call on that day of the week that you have selected to see if we have the file. Oh, y'all don't have the file? No, sir, because you just applied with them. Yeah, I did apply. We're not- Yes, ma'am. I- Yes, sir. With Search, I guess they didn't explain this part, 'cause I know a lot of members, they get confused 'cause they don't always explain it. We're not part of Search company. We're a third party that they have as an account administrator. Uh-huh. So we're the company that handles all of the health insurance they offered. Our system is not the same as Search, so they have to send over your file so we can have access to it in our system. Okay, you want me to call you back? Or I, or you want me to get back with them? No, sir, because you calling them wouldn't make them send a file over that is just something that takes its time processing. You, at this moment, have the two options of either making the plan, w- I mean, the file with us on the phone, for which we will need your full social, or just calling in to check when we have it. Okay, I'll call and check maybe one day next week, see if y'all have it. Yeah? Understood. We're closed Mondays and Sundays, I mean, Sundays and Saturdays, sorry. But we're open Mondays through Fridays, 8:00 AM to 8:00 PM Eastern Time. Okay. All right. I thank you and I appreciate it, okay? Thank you, sir. Appreciate you calling in. I hope you have a wonderful rest of your day. Yes, ma'am.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits 10-29. My name is Francheska. How can I assist you today?

Speaker speaker\_2: My name is Alvin and I did an application with Search and they had me call you all. I guess for a benefit called, uh, maybe insurance.

Speaker speaker\_1: So Benefits 10-29 is the name of the company you just called. We're the administrators for the health insurance they offer. I can try and see if we have access to your file. What are the last four of your social?

Speaker speaker\_2: 7-9-0-4.

Speaker speaker\_1: What is the spelling of that last name?

Speaker speaker\_2: Uh, my last name is Watson. My first name is Alvin.

Speaker speaker\_1: You don't have any other last name aside from Watson, correct?

Speaker speaker\_2: Ma'am? Watson.

Speaker speaker\_1: "Do you have any other last name aside from Watson?" was the question, sir.

Speaker speaker\_2: No.

Speaker speaker\_1: So we haven't received your file yet. That does give you two options. We can either create it with you on the phone, but we will need your full social. If you don't feel comfortable providing it, then it will be you giving us a call throughout the week to see when we receive it.

Speaker speaker\_2: A week?

Speaker speaker\_1: Throughout the week, sir. It doesn't mean that in a week we'll get it. It just means that you can choose any day of the week. You give us a call on that day of the week that you have selected to see if we have the file.

Speaker speaker\_2: Oh, y'all don't have the file?

Speaker speaker\_1: No, sir, because you just applied with them.

Speaker speaker\_2: Yeah, I did apply.

Speaker speaker\_1: We're not-

Speaker speaker\_2: Yes, ma'am. I-

Speaker speaker\_1: Yes, sir. With Search, I guess they didn't explain this part, 'cause I know a lot of members, they get confused 'cause they don't always explain it. We're not part of Search company. We're a third party that they have as an account administrator.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: So we're the company that handles all of the health insurance they offered. Our system is not the same as Search, so they have to send over your file so we can

have access to it in our system.

Speaker speaker\_2: Okay, you want me to call you back? Or I, or you want me to get back with them?

Speaker speaker\_1: No, sir, because you calling them wouldn't make them send a file over that is just something that takes its time processing. You, at this moment, have the two options of either making the plan, w- I mean, the file with us on the phone, for which we will need your full social, or just calling in to check when we have it.

Speaker speaker\_2: Okay, I'll call and check maybe one day next week, see if y'all have it. Yeah?

Speaker speaker\_1: Understood. We're closed Mondays and Sundays, I mean, Sundays and Saturdays, sorry. But we're open Mondays through Fridays, 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker\_2: Okay. All right. I thank you and I appreciate it, okay?

Speaker speaker\_1: Thank you, sir. Appreciate you calling in. I hope you have a wonderful rest of your day.

Speaker speaker\_2: Yes, ma'am.