

## **Transcript: Francesca**

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### **Full Transcript**

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Good morning, Francesca. I need to make a payment for my insurance, or check to see if I need to make a payment. Okay. Which staffing company do you work with? Partners Personnel. And what are the last four of the Social and the last name? Uh, my name is David Romero. Uh, what'd you say, what'd you ask me? I'm sorry. My... oh, 9121 and... my date of birth, did you say? Um, no, it was the last four of the Social and the last name to locate the account. Oh, okay. But I am going to need the date of birth and mailing address to verify the account. Okay, so note, it's Romero and 9121 and July 15th, 1963. All right. And what is the address, your mailing address? 13686 East Evans Avenue, Aurora, 80014. I have best contact, 720-431-3026. Yes. And I have your email down as first name, letter G, last name, 726 at gmail.com. Yes. So Mr. Romero, we actually received payment for this week's coverage. Oh, okay. Uh, I'll wait another week then. All right. Well, is there anything else aside from making sure that we did receive that payment that we can assist you with today? No, that is all. Thank you very much. Have a great day. All right. You too. Bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Good morning, Francesca. I need to make a payment for my insurance, or check to see if I need to make a payment.

Speaker speaker\_0: Okay. Which staffing company do you work with?

Speaker speaker\_1: Partners Personnel.

Speaker speaker\_0: And what are the last four of the Social and the last name?

Speaker speaker\_1: Uh, my name is David Romero. Uh, what'd you say, what'd you ask me? I'm sorry. My... oh, 9121 and... my date of birth, did you say?

Speaker speaker\_0: Um, no, it was the last four of the Social and the last name to locate the account.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: But I am going to need the date of birth and mailing address to verify the account.

Speaker speaker\_1: Okay, so note, it's Romero and 9121 and July 15th, 1963.

Speaker speaker\_0: All right. And what is the address, your mailing address?

Speaker speaker\_1: 13686 East Evans Avenue, Aurora, 80014.

Speaker speaker\_0: I have best contact, 720-431-3026.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And I have your email down as first name, letter G, last name, 726 at gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: So Mr. Romero, we actually received payment for this week's coverage.

Speaker speaker\_1: Oh, okay. Uh, I'll wait another week then.

Speaker speaker\_0: All right. Well, is there anything else aside from making sure that we did receive that payment that we can assist you with today?

Speaker speaker\_1: No, that is all. Thank you very much.

Speaker speaker\_0: Have a great day.

Speaker speaker\_1: All right. You too. Bye.

Speaker speaker\_0: Bye.