

## **Transcript: Francesca**

**Baez-6155706689175552-5970374823821312**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca at Benefits in the Car, looking to speak with Ms. Marshall on behalf of Integrity Trade Services Staffing. This is her. I'm sorry? Can you help? Is this Ms. Marshall? Yes, can you hear me? Yes, ma'am. We were giving you a call regarding the enrollment you processed online. That was one plan, the ID Expert, the Identity Theft Protection, that you selected it for yourself plus family, but we're missing your spouse information for that plan. You mean, for what information? Your spouse information for the ID Expert for family that you selected. You only put down the children's information for the family. It's supposed to be children's and spouse, so we're missing the spouse information for that plan. Okay, I thought I had chose, uh, just me and my kids. Okay. Do you want me to change it to just be you and the childrens for all plans? Yes, please. Understood. I'll go ahead and change it then. That was the only thing we were calling for in regards to that information. I thank you so much for taking our call today. All right. Thank you. Have a great day. You too. Bye-bye. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Good afternoon. My name is Francesca at Benefits in the Car, looking to speak with Ms. Marshall on behalf of Integrity Trade Services Staffing.

Speaker speaker\_2: This is her.

Speaker speaker\_1: I'm sorry?

Speaker speaker\_2: Can you help?

Speaker speaker\_1: Is this Ms. Marshall?

Speaker speaker\_2: Yes, can you hear me?

Speaker speaker\_1: Yes, ma'am. We were giving you a call regarding the enrollment you processed online. That was one plan, the ID Expert, the Identity Theft Protection, that you selected it for yourself plus family, but we're missing your spouse information for that plan.

Speaker speaker\_2: You mean, for what information?

Speaker speaker\_1: Your spouse information for the ID Expert for family that you selected. You only put down the children's information for the family. It's supposed to be children's and

spouse, so we're missing the spouse information for that plan.

Speaker speaker\_2: Okay, I thought I had chose, uh, just me and my kids.

Speaker speaker\_1: Okay. Do you want me to change it to just be you and the childrens for all plans?

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: Understood. I'll go ahead and change it then. That was the only thing we were calling for in regards to that information. I thank you so much for taking our call today.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: Have a great day.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Bye-bye.