

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi. Yes, ma'am. I was given, um, this number by Laura at, uh, Surge Staffing. I'm calling in regards to my son that he was employed through them and, um, he passed away this weekend and I didn't know if he had an- any type of insurance or, um... How do I go about finding out if he had anything through, through Surge Staffing? Do you have any copy of one of his oldest check by any chance? No. I, I don't have a... I think he was having his Chase, um, deposit on, on a card that's on his phone which I don't have. I have his... I have his Social. I have a copy of his ID, and as, as soon as he's readdressed, I will get, um, a copy of his death certificate. This just- Okay. ... happened suddenly, so he's still, he's still being held, hasn't been buried yet. Let me see. Bear with me one moment, ma'am. Um, this is the first call that I got with this specific situation, but let me see if we have- Okay. ... any type of restrictions on where we would be able or not to disclose that to you, okay? Yes, ma'am. Bear with me one moment. I'll be right back. Yes, ma'am. You're fine. Thank you. Thank you so much for holding, ma'am. Yes, ma'am. So I'll be ... verifying for you whether or not he had it. What is that- Okay. ... full Social? 258-91-3323. And that first number you said was 258 Aaron Strickland? Aaron Strickland, yes, ma'am. So he actually did not have any benefits at all with Surge. No benefits? No, ma'am. All right. All right, thank you so very much. I appreciate you. You're welcome. Have a great day, and I'm so sorry for your loss. Yes, ma'am. Thank you so very much. Have a good one. And 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: Hi. Yes, ma'am. I was given, um, this number by Laura at, uh, Surge Staffing. I'm calling in regards to my son that he was employed through them and, um, he passed away this weekend and I didn't know if he had an- any type of insurance or, um... How do I go about finding out if he had anything through, through Surge Staffing?

Speaker speaker_0: Do you have any copy of one of his oldest check by any chance?

Speaker speaker_1: No. I, I don't have a... I think he was having his Chase, um, deposit on, on a card that's on his phone which I don't have. I have his... I have his Social. I have a copy of his ID, and as, as soon as he's readdressed, I will get, um, a copy of his death certificate. This just-

Speaker speaker_0: Okay.

Speaker speaker_1: ... happened suddenly, so he's still, he's still being held, hasn't been buried yet.

Speaker speaker_0: Let me see. Bear with me one moment, ma'am. Um, this is the first call that I got with this specific situation, but let me see if we have-

Speaker speaker_1: Okay.

Speaker speaker_0: ... any type of restrictions on where we would be able or not to disclose that to you, okay?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Bear with me one moment. I'll be right back.

Speaker speaker_1: Yes, ma'am. You're fine.

Speaker speaker_0: Thank you. Thank you so much for holding, ma'am.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: So I'll be ... verifying for you whether or not he had it. What is that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... full Social?

Speaker speaker_1: 258-91-3323.

Speaker speaker_0: And that first number you said was 258 Aaron Strickland?

Speaker speaker_1: Aaron Strickland, yes, ma'am.

Speaker speaker_0: So he actually did not have any benefits at all with Surge.

Speaker speaker_1: No benefits?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: All right. All right, thank you so very much. I appreciate you.

Speaker speaker_0: You're welcome. Have a great day, and I'm so sorry for your loss.

Speaker speaker_1: Yes, ma'am. Thank you so very much.

Speaker speaker_0: Have a good one.

Speaker speaker_1: And bye-bye.