

## **Transcript: Franchesca**

**Baez-6627796680359936-5929855065964544**

### **Full Transcript**

Thank you for calling Benefits 2000. Can I take your first and last name for the record? Hello? Yes, ma'am. How can I assist you today? I'm trying to get the information for my insurance. Okay. Which staffing company do you work with? MediForce. What are the last four of the Social and the last name, please? 7488 and Isaac. And for security purposes, could you please verify your mailing address and date of birth? 165 Dorothy Lane, Springfield, South Carolina 29512. And you say my date of birth? Yes, ma'am. 04/10/1993. I have best contact down as 843-8974... 6... Yes, ma'am. All right. And there was no email on the account. Are you pleased in a quick hold while I review the account? All right. All right. Thank you so much for holding, Ms. Isaac. Yes, ma'am. So at the moment, for some reason, the system's not uploading your policy information. It could be due to an update that we did this morning. I'm gonna have to keep checking into your account till the system gives me the access key. And once I'm able to see your policy, I'll give you a call, okay? All right. Thank you. Of course. Usually these things take roughly 24 to 48 business hours to clear out. So I should be giving you a callback in that timeframe, either end of today or end of tomorrow. All right. Okay, thank you. Of course. Thank you for your time and your understanding. I look forward to giving you a callback.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 2000. Can I take your first and last name for the record?

Speaker speaker\_1: Hello?

Speaker speaker\_0: Yes, ma'am. How can I assist you today?

Speaker speaker\_1: I'm trying to get the information for my insurance.

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

Speaker speaker\_1: MediForce.

Speaker speaker\_0: What are the last four of the Social and the last name, please?

Speaker speaker\_1: 7488 and Isaac.

Speaker speaker\_0: And for security purposes, could you please verify your mailing address and date of birth?

Speaker speaker\_1: 165 Dorothy Lane, Springfield, South Carolina 29512. And you say my date of birth?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: 04/10/1993.

Speaker speaker\_0: I have best contact down as 843-8974... 6...

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. And there was no email on the account. Are you pleased in a quick hold while I review the account?

Speaker speaker\_1: All right. All right.

Speaker speaker\_0: Thank you so much for holding, Ms. Isaac.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: So at the moment, for some reason, the system's not uploading your policy information. It could be due to an update that we did this morning. I'm gonna have to keep checking into your account till the system gives me the access key. And once I'm able to see your policy, I'll give you a call, okay?

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: Of course. Usually these things take roughly 24 to 48 business hours to clear out. So I should be giving you a callback in that timeframe, either end of today or end of tomorrow.

Speaker speaker\_1: All right. Okay, thank you.

Speaker speaker\_0: Of course. Thank you for your time and your understanding. I look forward to giving you a callback.