

## **Transcript: Priscilla**

**Torrales-4877561181421568-6710948737236992**

### **Full Transcript**

Good afternoon. Thank you for calling Benefits in the Car. My name is Priscilla. Who do I have the pleasure of speaking to? Matthew A. Cooperrider. Great. What is the staffing agency you work under and what's the last four digits of your Social Security number? 6486. What's the staffing agency? ManCam. Bear with me one sec. What now? Bear with me one second so I can open your account. Okay. Um, see if you can verify th- uh, verify the address that you have on file with us and your, uh, date of birth, please. 13330 Laurel Road Northeast Thornville, Ohio. And the rest of it's 343076. Okay. Your date of birth? Uh, 8/11/1977. Okay. I have a phone number on file, 740-975-9519. Correct. Okay, then I have an email, cooperrider.matt1977@gmail.com. Correct. Okay. How can I assist you, sir? I'm just wondering if the insurance went through, right, correct? 'Cause I know I called it in. She d-said I had to decline it. I didn't decline it. I said yes to you guys. Yeah. Mm-hmm. Let me... Bear with me. I'ma read your notes here. Okay, it says here, uh, that you have until the 30th to make any changes or cancellation if needed on your... So, I do have the insurance, right? Your insurance shows that it'll start on the 26th. The 26th? Okay. That's what I want to know. Yes. All right. Yes, sir. Anything else I can help you with, Mr. Cooperrider? No, I just wanted to know. Thank you. Perfect. Thank you. Okay. Thank you for calling Benefits in the Car. Have a wonderful day.

### **Conversation Format**

Speaker speaker\_0: Good afternoon. Thank you for calling Benefits in the Car. My name is Priscilla. Who do I have the pleasure of speaking to?

Speaker speaker\_1: Matthew A. Cooperrider.

Speaker speaker\_0: Great. What is the staffing agency you work under and what's the last four digits of your Social Security number?

Speaker speaker\_1: 6486.

Speaker speaker\_0: What's the staffing agency?

Speaker speaker\_1: ManCam.

Speaker speaker\_0: Bear with me one sec.

Speaker speaker\_1: What now?

Speaker speaker\_0: Bear with me one second so I can open your account.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, see if you can verify th- uh, verify the address that you have on file with us and your, uh, date of birth, please.

Speaker speaker\_1: 13330 Laurel Road Northeast Thornville, Ohio. And the rest of it's 343076.

Speaker speaker\_0: Okay. Your date of birth?

Speaker speaker\_1: Uh, 8/11/1977.

Speaker speaker\_0: Okay. I have a phone number on file, 740-975-9519.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay, then I have an email, cooperrider.matt1977@gmail.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. How can I assist you, sir?

Speaker speaker\_1: I'm just wondering if the insurance went through, right, correct? 'Cause I know I called it in. She d- said I had to decline it. I didn't decline it. I said yes to you guys.

Speaker speaker\_0: Yeah. Mm-hmm. Let me... Bear with me. I'ma read your notes here. Okay, it says here, uh, that you have until the 30th to make any changes or cancellation if needed on your...

Speaker speaker\_1: So, I do have the insurance, right?

Speaker speaker\_0: Your insurance shows that it'll start on the 26th.

Speaker speaker\_1: The 26th? Okay. That's what I want to know.

Speaker speaker\_0: Yes. All right. Yes, sir. Anything else I can help you with, Mr. Cooperrider?

Speaker speaker\_1: No, I just wanted to know. Thank you.

Speaker speaker\_0: Perfect. Thank you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Thank you for calling Benefits in the Car. Have a wonderful day.