

Transcript: Francesca

Baez-4508198506774528-6109923177054208

Full Transcript

Did you benefit in a car? My name is Francesca. How can I assist you today? Uh, yes. I'm trying to get a ID number, benefits ID number for Daryl Rick. Okay. Are you on the policy with him? No, but he's right here. All right, sir. I will have to speak with him since the line is recorded. I apologize. Okay. This is Daryl Rick. Good morning, sir. My name is Francesca. I'd like to benefit in a car. Please be advised that the line is recorded. In order to locate your account, what staffing company do you work with? Uh, MAU Parish, Texas. And what are the last four of your Social? 4476. To make sure I have the right account in front of me, can you verify your mailing address for me and date of birth? P.O. Box, P.O. Box 11, Roswell, Texas 75426. Uh, 14040 Avian Road. And my birthday is 6/12/64. I have your best phone number to reach, 903-341-7480? Yes. Can I have your email down as darylrickz219... I mean, 291@gmail.com, actually? Y- yes. And which benefit card, um, number did you need, the medical, the dental or the vision? The medical. Okay. Mm-kay. Can, can you send it to all three of... I mean, for all medical, dental and vision? Send them to your email? Yeah, no I'm gon... Yeah, uh, yes, ma'am. Okay. So I'll just have to download them. I'm gonna place you in a quick hold. Shouldn't take more than two to three minutes, okay? Okay. All right, thank you. Please hold, I'll be right back. Okay, thank you. Oh. Thank you so much for holding, sir. So I have sent you three PDF files in total with your benefit card. Keep in mind that for your medical preventative services you have a network requirement. Okay. Was there anything else that we can assist you with today? Oh, um, could you just check and see who in network and who's not? Could you... Could you check and see, tell me who's in network and who's not? We don't have access to that. I'll have to get you transferred over to the multi-plan network. Okay. Bear with me one moment.

Conversation Format

Speaker speaker_0: Did you benefit in a car? My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, yes. I'm trying to get a ID number, benefits ID number for Daryl Rick.

Speaker speaker_0: Okay. Are you on the policy with him?

Speaker speaker_1: No, but he's right here.

Speaker speaker_0: All right, sir. I will have to speak with him since the line is recorded. I apologize.

Speaker speaker_1: Okay. This is Daryl Rick.

Speaker speaker_0: Good morning, sir. My name is Francesca. I'd like to benefit in a car. Please be advised that the line is recorded. In order to locate your account, what staffing company do you work with?

Speaker speaker_1: Uh, MAU Parish, Texas.

Speaker speaker_0: And what are the last four of your Social?

Speaker speaker_1: 4476.

Speaker speaker_0: To make sure I have the right account in front of me, can you verify your mailing address for me and date of birth?

Speaker speaker_1: P.O. Box, P.O. Box 11, Roswell, Texas 75426. Uh, 14040 Avian Road. And my birthday is 6/12/64.

Speaker speaker_0: I have your best phone number to reach, 903-341-7480?

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email down as darylrickz219... I mean, 291@gmail.com, actually?

Speaker speaker_1: Y- yes.

Speaker speaker_0: And which benefit card, um, number did you need, the medical, the dental or the vision?

Speaker speaker_1: The medical.

Speaker speaker_0: Okay.

Speaker speaker_2: Mm-kay.

Speaker speaker_1: Can, can you send it to all three of... I mean, for all medical, dental and vision?

Speaker speaker_0: Send them to your email?

Speaker speaker_1: Yeah, no I'm gon... Yeah, uh, yes, ma'am.

Speaker speaker_0: Okay. So I'll just have to download them. I'm gonna place you in a quick hold. Shouldn't take more than two to three minutes, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All right, thank you. Please hold, I'll be right back.

Speaker speaker_1: Okay, thank you. Oh.

Speaker speaker_0: Thank you so much for holding, sir. So I have sent you three PDF files in total with your benefit card. Keep in mind that for your medical preventative services you have

a network requirement.

Speaker speaker_1: Okay.

Speaker speaker_0: Was there anything else that we can assist you with today?

Speaker speaker_1: Oh, um, could you just check and see who in network and who's not?
Could you... Could you check and see, tell me who's in network and who's not?

Speaker speaker_0: We don't have access to that. I'll have to get you transferred over to the multi-plan network.

Speaker speaker_1: Okay.

Speaker speaker_0: Bear with me one moment.