

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, I'm calling on behalf of my husband, Kimten Masau. In regards to what, ma'am? I, I, I'm s- I'm sorry? Yes, ma'am. You said you're calling on behalf of your husband in regards to what? Uh, he works with, uh, first Terra, Terra. But he tried to, uh, apply the insurance. Okay. So for the insurance enrollment he has to call in himself. We won't be able to do it with a third person. Okay, hold on. Hello? Yes, hello, good afternoon. My name is Francesca of Benefits in a Car. Who am I speaking with? Uh, Kimten, Kimten Masau. I'm sorry? This is, uh, Kimten Masau. Okay. How can we help you, sir? I need to apply my, um, insurance. What staffing company do you work with? Uh, Terra. Terra Staffing? Yes. What are the last four of your Social? Uh, 8541. And your last name one more time? M-A-S-A-U. Can you verify your mailing address and date of birth, please? My first, uh, 02-17-1995 date of birth. And what is the date of birth? Um, 03-17-1995. No, sir, your address. Your home address. Oh, address. Address is, uh, 812 10th Street, um- Um, we have a different address. It was provided as a new address that you actually changed online. Oh, the one, uh, 6615? Oh, yeah. Oh, in the neighborhood, the new, new address. The old one in Auburn. It's 6615- 156. ... 156 Southwest Apartment 107, Lakewood, Washington, 98439. I have the best phone number to call and to track you as 253-753-5576. Yes. And I have your email down as theresistancecar0929@gmail.com. Yes. Did you have insurance with another company and recently it, it was canceled within the last 30 days? No. Okay. So at the moment, sir, you're not eligible for enrollment. You have to wait till December which is when they hold their company open enrollment period, 'cause your personal enrollment period ended on the 17th of February. Okay. Was there anything else I can assist you with today? No, no, thank you. No problem. Have a wonderful rest of your day and thank you for your time. Thank you.

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, I'm calling on behalf of my husband, Kimten Masau.

Speaker speaker_0: In regards to what, ma'am?

Speaker speaker_1: I, I, I'm s-

Speaker speaker_0: I'm sorry? Yes, ma'am. You said you're calling on behalf of your husband in regards to what?

Speaker speaker_1: Uh, he works with, uh, first Terra, Terra. But he tried to, uh, apply the insurance.

Speaker speaker_0: Okay. So for the insurance enrollment he has to call in himself. We won't be able to do it with a third person.

Speaker speaker_1: Okay, hold on.

Speaker speaker_2: Hello?

Speaker speaker_1: Yes, hello, good afternoon. My name is Francesca of Benefits in a Car. Who am I speaking with?

Speaker speaker_2: Uh, Kimten, Kimten Masau.

Speaker speaker_0: I'm sorry?

Speaker speaker_2: This is, uh, Kimten Masau.

Speaker speaker_0: Okay. How can we help you, sir?

Speaker speaker_2: I need to apply my, um, insurance.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_2: Uh, Terra.

Speaker speaker_0: Terra Staffing?

Speaker speaker_2: Yes.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_2: Uh, 8541.

Speaker speaker_0: And your last name one more time?

Speaker speaker_2: M-A-S-A-U.

Speaker speaker_0: Can you verify your mailing address and date of birth, please?

Speaker speaker_2: My first, uh, 02-17-1995 date of birth.

Speaker speaker_0: And what is the date of birth?

Speaker speaker_2: Um, 03-17-1995.

Speaker speaker_0: No, sir, your address. Your home address.

Speaker speaker_2: Oh, address. Address is, uh, 812 10th Street, um-

Speaker speaker_0: Um, we have a different address. It was provided as a new address that you actually changed online.

Speaker speaker_3: Oh, the one, uh, 6615?

Speaker speaker_2: Oh, yeah. Oh, in the neighborhood, the new, new address. The old one in Auburn. It's 6615-

Speaker speaker_3: 156.

Speaker speaker_2: ... 156 Southwest Apartment 107, Lakewood, Washington, 98439.

Speaker speaker_0: I have the best phone number to call and to track you as 253-753-5576.

Speaker speaker_2: Yes.

Speaker speaker_0: And I have your email down as theresistancear0929@gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_0: Did you have insurance with another company and recently it, it was canceled within the last 30 days?

Speaker speaker_2: No.

Speaker speaker_0: Okay. So at the moment, sir, you're not eligible for enrollment. You have to wait till December which is when they hold their company open enrollment period, 'cause your personal enrollment period ended on the 17th of February.

Speaker speaker_2: Okay.

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

Speaker speaker_2: No, no, thank you.

Speaker speaker_0: No problem. Have a wonderful rest of your day and thank you for your time.

Speaker speaker_2: Thank you.