

## **Transcript: Francesca**

**Baez-4557790878941184-4998331680735232**

### **Full Transcript**

Hello. Spanish? This is Francesca with Benefits in a Card, Mr. Isasi Iglesia. Yes, it's me. Good afternoon, sir. We are calling on behalf of your temporary agency Hospitality Staffing Solutions. We are Benefits in a Card. We administer the medical insurance they offer. I am calling because the form you filled out for health insurance on February 26th has an undated birth date of August 25th of this year, 2025. We are calling to have your correct date of birth, please. Uh, August 25th, 1997. Of '97, right? Yes. Very good. And I see that the plans you chose in... the form would be the preventive plan, the VIP standard plan, and you chose all the other plans being offered. Yes. So the total that they would withdraw from each check for the policy you chose would be forty dollars. Once you make the first deduction when you start working, next Monday would be when your policy would become active. And that same activation week, on Friday, they would send the physical cards to your house. Okay. The other little detail that your form didn't have was a beneficiary for the life plan you chose. The beneficiary would be the person, God forbid, if something happens to you, would receive the amount of the benefits. My daughter. Oh, your daughter, okay. What is your daughter's first name and last name? Kimberly Sofia Isasi Baigorria. Kimbe-- Kimberly Sofia? Isasi Baigorria. How do you spell the last name? Isasi Baigorria. Yes. Isasi, I-S-A-S-I. I-S-A...? S-I. Oh. And the one after Isasi? Baigorria. B-I-A, double F, E-I-A. And that B is from Bernardo or from vegetable? B, B. From "bien". Okay. Okay, then everything is ready, sir. And Isasi is supposed to be your first surname, right? It's not your second name? No, no, it's my first surname. Perfect. Then everything would be ready. Then, Mr. Isasi, thank you very much for taking my call. I hope you have a very good day. Hospitality Staffing Solutions, if you haven't done so, will be communicating with you directly when they have a job for you. You're welcome. Thank you. Have a good day. Thank you too. Goodbye.

### **Conversation Format**

Speaker speaker\_0: Hello. Spanish?

Speaker speaker\_1: This is Francesca with Benefits in a Card, Mr. Isasi Iglesia.

Speaker speaker\_0: Yes, it's me.

Speaker speaker\_1: Good afternoon, sir. We are calling on behalf of your temporary agency Hospitality Staffing Solutions. We are Benefits in a Card. We administer the medical insurance they offer. I am calling because the form you filled out for health insurance on February 26th has an undated birth date of August 25th of this year, 2025. We are calling to have your

correct date of birth, please.

Speaker speaker\_0: Uh, August 25th, 1997.

Speaker speaker\_1: Of '97, right?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Very good. And I see that the plans you chose in... the form would be the preventive plan, the VIP standard plan, and you chose all the other plans being offered.

Speaker speaker\_0: Yes.

Speaker speaker\_1: So the total that they would withdraw from each check for the policy you chose would be forty dollars. Once you make the first deduction when you start working, next Monday would be when your policy would become active. And that same activation week, on Friday, they would send the physical cards to your house.

Speaker speaker\_0: Okay.

Speaker speaker\_1: The other little detail that your form didn't have was a beneficiary for the life plan you chose. The beneficiary would be the person, God forbid, if something happens to you, would receive the amount of the benefits.

Speaker speaker\_0: My daughter.

Speaker speaker\_1: Oh, your daughter, okay. What is your daughter's first name and last name?

Speaker speaker\_0: Kimberly Sofia Isasi Baigorria.

Speaker speaker\_1: Kimbe-- Kimberly Sofia?

Speaker speaker\_0: Isasi Baigorria.

Speaker speaker\_1: How do you spell the last name?

Speaker speaker\_0: Isasi Baigorria.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Isasi, I-S-A-S-I.

Speaker speaker\_1: I-S-A...?

Speaker speaker\_0: S-I.

Speaker speaker\_1: Oh. And the one after Isasi?

Speaker speaker\_0: Baigorria. B-I-A, double F, E-I-A.

Speaker speaker\_1: And that B is from Bernardo or from vegetable?

Speaker speaker\_0: B, B. From "bien".

Speaker speaker\_1: Okay. Okay, then everything is ready, sir. And Isasi is supposed to be your first surname, right? It's not your second name?

Speaker speaker\_0: No, no, it's my first surname.

Speaker speaker\_1: Perfect. Then everything would be ready. Then, Mr. Isasi, thank you very much for taking my call. I hope you have a very good day. Hospitality Staffing Solutions, if you haven't done so, will be communicating with you directly when they have a job for you.

Speaker speaker\_0: You're welcome. Thank you. Have a good day.

Speaker speaker\_1: Thank you too. Goodbye.