

## **Transcript: Francesca**

**Baez-4678443961073664-5306199115743232**

### **Full Transcript**

Good morning. Thank you for calling . My name is Francesca. How may I assist you today?  
Um, hi. I'm starting, uh, this job with Surge and they gave me the paper to opt out of healthcare benefits. All right. What are the last three of the Social? 0593. And the last name? Lancidal. I'm sorry? Lancidal. They haven't sent over your information yet. That gives you two options. We can either make a file to the client, but I will need your full Social. The second option will be if you do not feel comfortable providing a full Social on a recorded line, you'll have to call in throughout the week to see when they do send it over. Okay, yeah, I'll just wait till they send it over. Understood. We're open 8:00 AM to 3:00 PM Monday through Friday, Eastern Time. Okay, thanks. Have a-

### **Conversation Format**

Speaker speaker\_0: Good morning. Thank you for calling . My name is Francesca. How may I assist you today?

Speaker speaker\_1: Um, hi. I'm starting, uh, this job with Surge and they gave me the paper to opt out of healthcare benefits.

Speaker speaker\_0: All right. What are the last three of the Social?

Speaker speaker\_1: 0593.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Lancidal.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: Lancidal.

Speaker speaker\_0: They haven't sent over your information yet. That gives you two options. We can either make a file to the client, but I will need your full Social. The second option will be if you do not feel comfortable providing a full Social on a recorded line, you'll have to call in throughout the week to see when they do send it over.

Speaker speaker\_1: Okay, yeah, I'll just wait till they send it over.

Speaker speaker\_0: Understood. We're open 8:00 AM to 3:00 PM Monday through Friday, Eastern Time.

Speaker speaker\_1: Okay, thanks.

Speaker speaker\_0: Have a-