

Transcript: Francesca

Baez-4846749995548672-5181147492171776

Full Transcript

Thank you for calling Benefits 10 o' Clock. My name is Francesca. How can I assist you today? Um, yes, I got a phone call from Justin I think it was about signing up for the health insurance for Hospitality Solutions, Justin? Yes, ma'am. Um, ask... Do you have a number, a good number for them? Because I- Unfortunately, no. Um, we only administer the health insurance portion, but we administer it for all of their offices all around the United States. So, we don't keep any specific office numbers. Okay. But, um, the guy was... He had questions about my application forward. So, I did want to opt out for now for insurance. Just a second while I open and see if he processed the declination. What are the last four of your Social? 4428. And your last name? Gina Harrison. Please verify the mailing address and date of birth to make sure I have the right account. 3960 Lime Street, Apartment 2, Cincinnati, Ohio 45217. We have a best number to reach you down as 513-668-1912? Yes, that's correct. And I have your email down as first and last name, 19677@gmail.com? Yes. Yes, ma'am. He went ahead and already processed this information for you. Okay, thank you. Of course. Was there anything else we can assist you with today? No, that's it. Thanks. Have a great day. You too. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10 o' Clock. My name is Francesca. How can I assist you today?

Speaker speaker_1: Um, yes, I got a phone call from Justin I think it was about signing up for the health insurance for Hospitality Solutions, Justin?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Um, ask... Do you have a number, a good number for them? Because I-

Speaker speaker_0: Unfortunately, no. Um, we only administer the health insurance portion, but we administer it for all of their offices all around the United States. So, we don't keep any specific office numbers.

Speaker speaker_1: Okay. But, um, the guy was... He had questions about my application forward. So, I did want to opt out for now for insurance.

Speaker speaker_0: Just a second while I open and see if he processed the declination. What are the last four of your Social?

Speaker speaker_1: 4428.

Speaker speaker_0: And your last name?

Speaker speaker_1: Gina Harrison.

Speaker speaker_0: Please verify the mailing address and date of birth to make sure I have the right account.

Speaker speaker_1: 3960 Lime Street, Apartment 2, Cincinnati, Ohio 45217.

Speaker speaker_0: We have a best number to reach you down as 513-668-1912?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: And I have your email down as first and last name, 19677@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Yes, ma'am. He went ahead and already processed this information for you.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Of course. Was there anything else we can assist you with today?

Speaker speaker_1: No, that's it. Thanks.

Speaker speaker_0: Have a great day.

Speaker speaker_1: You too. Thank you.