

## **Transcript: Franchesca**

**Baez-4891632046751744-6673005367574528**

### **Full Transcript**

Thank you for calling Bonifas & Newcler. My name is Francesca. How can I assist you today? Yeah, how you doing? I was trying to see, do you guys send out a tax form for y'all employees or clients? No, sir. Unfortunately, you need to speak with your staffing company directly. You're calling the account administrators for the health insurance. Okay. Uh, one more question. W- can you see if my card is activated? Do I already be activated when it come in the mail to use? Ready to use? As far as insurance goes? Yes, sir. As far as insurance goes, yes, because your carrier needs the payment before they can even create an ac- an account or a card. Mm-hmm. So by you receiving it means that at some point it got activated. For me to let you know whether or not at this exact moment it's active, I will have to take a look into your account to see. Okay. So you need me to look in and see? What do you need? Um- Or you can- ... what staffing company do you work with? And the last four of your social. The third, Staffing. And the last four is 3-1-5-2. What is the last name? Matthews. Isaiah Matthews? Yes, ma'am. Can you please verify your mailing address and date of birth to make sure I have the right account in front of me? 3323 Bedford Lane, London. And what is your date of birth? Mr. Matthews, can you please provide me with your date of birth? Hello, Mr. Matthews, are you still there?

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Bonifas & Newcler. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Yeah, how you doing? I was trying to see, do you guys send out a tax form for y'all employees or clients?

Speaker speaker\_0: No, sir. Unfortunately, you need to speak with your staffing company directly. You're calling the account administrators for the health insurance.

Speaker speaker\_1: Okay. Uh, one more question. W- can you see if my card is activated? Do I already be activated when it come in the mail to use? Ready to use?

Speaker speaker\_0: As far as insurance goes? Yes, sir. As far as insurance goes, yes, because your carrier needs the payment before they can even create an ac- an account or a card.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So by you receiving it means that at some point it got activated. For me to let you know whether or not at this exact moment it's active, I will have to take a look into your account to see.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So you need me to look in and see?

Speaker speaker\_1: What do you need?

Speaker speaker\_0: Um-

Speaker speaker\_1: Or you can-

Speaker speaker\_0: ... what staffing company do you work with? And the last four of your social.

Speaker speaker\_1: The third, Staffing. And the last four is 3-1-5-2.

Speaker speaker\_0: What is the last name?

Speaker speaker\_1: Matthews.

Speaker speaker\_0: Isaiah Matthews?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Can you please verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker\_1: 3323 Bedford Lane, London.

Speaker speaker\_0: And what is your date of birth? Mr. Matthews, can you please provide me with your date of birth? Hello, Mr. Matthews, are you still there?