

## Transcript: Francesca

**Baez-5001429322612736-6575000341757952**

### Full Transcript

Thank you for calling Benefits in the ... My name is Francesca. How can I assist you today? Yes, ma'am. I'm trying to find out if some benefits, um, if, if some, um, benefits, if there's an insurance that's active. What staffing company do you work with? Um, it's NIU. What are the last four of your Social and the last name? Um, it's Powell. Hang on just a second. Let me... It's Kenneth Gregory Powell. So, um, hang on just a second. I'm sorry, ma'am, are you not the owner of the policy? No. And who are you then? I'm his, sounds kind of crazy, I'm his, um, ex-wife. Okay. I'm just trying to- Well- ... help him with some of his insurance stuff. He'll have to be on the line if you're gonna be part of the policy. I'll have to get him on the call? Yeah. Okay. I can try to get him on. I'm not sure if he's at work right now or not. Um, but I was like, I do know his last, his Social, but I was trying to find it so I didn't mess up to tell you the wrong thing. But let me see if I can get him on the phone with us, if that's okay. All right. And you also said? You just can't do it with... You can't do it with me on the line. It has to be once you have him on a two-way call. Oh. I have to get what now? I can't call him and put him on the line with us? No, 'cause I just, I can't be on hold waiting for you to get him. You'll have to have him on the line and then try to make us a three-way. Okay. All right. Thank you. Of course. You have a great day. Uh-huh. You too. Bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in the ... My name is Francesca. How can I assist you today?

Speaker speaker\_1: Yes, ma'am. I'm trying to find out if some benefits, um, if, if some, um, benefits, if there's an insurance that's active.

Speaker speaker\_0: What staffing company do you work with?

Speaker speaker\_1: Um, it's NIU.

Speaker speaker\_0: What are the last four of your Social and the last name?

Speaker speaker\_1: Um, it's Powell. Hang on just a second. Let me... It's Kenneth Gregory Powell. So, um, hang on just a second.

Speaker speaker\_0: I'm sorry, ma'am, are you not the owner of the policy?

Speaker speaker\_1: No.

Speaker speaker\_0: And who are you then?

Speaker speaker\_1: I'm his, sounds kind of crazy, I'm his, um, ex-wife.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I'm just trying to-

Speaker speaker\_0: Well-

Speaker speaker\_1: ... help him with some of his insurance stuff.

Speaker speaker\_0: He'll have to be on the line if you're gonna be part of the policy.

Speaker speaker\_1: I'll have to get him on the call?

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Okay. I can try to get him on. I'm not sure if he's at work right now or not. Um, but I was like, I do know his last, his Social, but I was trying to find it so I didn't mess up to tell you the wrong thing. But let me see if I can get him on the phone with us, if that's okay.

Speaker speaker\_0: All right.

Speaker speaker\_1: And you also said?

Speaker speaker\_0: You just can't do it with... You can't do it with me on the line. It has to be once you have him on a two-way call.

Speaker speaker\_1: Oh. I have to get what now? I can't call him and put him on the line with us?

Speaker speaker\_0: No, 'cause I just, I can't be on hold waiting for you to get him. You'll have to have him on the line and then try to make us a three-way.

Speaker speaker\_1: Okay. All right. Thank you.

Speaker speaker\_0: Of course. You have a great day.

Speaker speaker\_1: Uh-huh. You too. Bye.