

## **Transcript: Francesca**

**Baez-5059176327069696-5916914447859712**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca of Benefits in a Car, looking to speak with Mr. Rasheen on behalf of Focus Web... I mean, sorry, on behalf of OnTrack Staffing. Yes. Good afternoon, sir. I was calling in regards to the request you submitted for insurance for yourself and child. Um, unfortunately, you did not provide the children's information, so we were calling to see if we could get them from you. I need at least their first and last name and date of birth. Mm. First and last name of the children? Yes, sir. First and last name of the children's as well as the date of birth. Yes. Uh, um, uh, date of birth? Yes, sir. Uh, the date of birth is 10-7, uh, 20, uh, 2025. 2024. 2024, sorry. 10-7-2024? Yes. All right. And what is that child's first and last name? Uh, first child name is Umamah. U-M-M, U-M-A-M-A-H, Umamah Rasheed. And the next one is Unaisah Rasheed. And that is a daughter, correct? Yes. Uh, both are daughters. Two daughters. All right. And how do you spell the second daughter's name? Unaisah? Yes. Unaisah Rasheed. U-N-A-I-S-A-H. Unaisah. U-M-A-I-S-A-H. M, not H. Not M. U-N, N for nurse. N. A, A for apple. Mm-hmm. I-S-A-H. Unaisah. And what is her date of birth? Uh, same date of birth. Both are twins. Oh, they're twins. Yes. All right. And then I want to verify the first one. You said it was U-N-M... U-M, M for mango, A for apple, then M, M for mango, A, A for apple, and H, H for horse. There we go. All right. So you are all set, sir. I was just needing your information for your policy to be completed. Yes. Thank you so much for your time today, Mr. Rasheer. I hope you have a wonderful rest of your day today. Thank you. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good afternoon. My name is Francesca of Benefits in a Car, looking to speak with Mr. Rasheen on behalf of Focus Web... I mean, sorry, on behalf of OnTrack Staffing.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Good afternoon, sir. I was calling in regards to the request you submitted for insurance for yourself and child. Um, unfortunately, you did not provide the children's information, so we were calling to see if we could get them from you. I need at least their first and last name and date of birth.

Speaker speaker\_2: Mm. First and last name of the children?

Speaker speaker\_1: Yes, sir. First and last name of the children's as well as the date of birth.

Speaker speaker\_2: Yes. Uh, um , uh, date of birth?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Uh, the date of birth is 10-7, uh, 20, uh, 2025.

Speaker speaker\_3: 2024.

Speaker speaker\_2: 2024, sorry.

Speaker speaker\_1: 10-7-2024?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. And what is that child's first and last name?

Speaker speaker\_2: Uh, first child name is Umamah. U-M-M, U-M-A-M-A-H, Umamah Rasheed. And the next one is Unaisah Rasheed.

Speaker speaker\_1: And that is a daughter, correct?

Speaker speaker\_2: Yes. Uh, both are daughters. Two daughters.

Speaker speaker\_1: All right. And how do you spell the second daughter's name? Unaisah?

Speaker speaker\_2: Yes. Unaisah Rasheed. U-N-A-I-S-A-H. Unaisah.

Speaker speaker\_1: U-M-A-I-S-A-H.

Speaker speaker\_2: M, not H. Not M. U-N, N for nurse.

Speaker speaker\_1: N.

Speaker speaker\_2: A, A for apple.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: I-S-A-H. Unaisah.

Speaker speaker\_1: And what is her date of birth?

Speaker speaker\_2: Uh, same date of birth. Both are twins.

Speaker speaker\_1: Oh, they're twins.

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. And then I want to verify the first one. You said it was U-N-M...

Speaker speaker\_2: U-M, M for mango, A for apple, then M, M for mango, A, A for apple, and H, H for h- horse.

Speaker speaker\_1: There we go. All right. So you are all set, sir. I was just needing your information for your policy to be completed.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you so much for your time today, Mr. Rasheer. I hope you have a wonderful rest of your day today.

Speaker speaker\_2: Thank you. Thank you.

Speaker speaker\_1: Bye-bye.