

Transcript: Francesca

Baez-5092178539266048-4693488200794112

Full Transcript

Your call may be monitored or recorded for quality assurance- Ah. ... purposes. Good morning. Thank you for calling Benefits 000 My name is Francesca. How can I assist you today? I was trying to get, uh, I'm sorry, I'm really sick, um, proof of my insurance. Sure thing. What staffing company do you work with? Um, BEF, I believe, um, sorry. And what are the last four of your social? Um, 7305. And the last name, please? Pullia, P-U-L-L-I-A. All right. And, Mr. Pullia, for security purposes, could you please verify your mailing address for me? Um, 101 Kentucky Avenue, Williamstown, New Jersey. And date of birth? April 13, '95. All right. We have downloaded the best phone number to reach you is 856-839-5133, same as caller ID shows you're calling on today? Yeah. And we have your email down as first and last name, w@gmail.com? Yeah. So unfortunately, at the moment, your benefits are not active yet. We have not received payment for the activation. Okay. I do apologize. No, that's all right. Thank you. No problem. Well, is there anything else we can assist you with today? No, that was it. I hope you have a wonderful rest of your day. Thank you for calling Benefits 000.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance-

Speaker speaker_1: Ah.

Speaker speaker_0: ... purposes. Good morning. Thank you for calling Benefits 000 My name is Francesca. How can I assist you today?

Speaker speaker_1: I was trying to get, uh, I'm sorry, I'm really sick, um, proof of my insurance.

Speaker speaker_2: Sure thing. What staffing company do you work with?

Speaker speaker_1: Um, BEF, I believe, um, sorry.

Speaker speaker_2: And what are the last four of your social?

Speaker speaker_1: Um, 7305.

Speaker speaker_2: And the last name, please?

Speaker speaker_1: Pullia, P-U-L-L-I-A.

Speaker speaker_2: All right. And, Mr. Pullia, for security purposes, could you please verify your mailing address for me?

Speaker speaker_1: Um, 101 Kentucky Avenue, Williamstown, New Jersey.

Speaker speaker_2: And date of birth?

Speaker speaker_1: April 13, '95.

Speaker speaker_2: All right. We have downloaded the best phone number to reach you is 856-839-5133, same as caller ID shows you're calling on today?

Speaker speaker_1: Yeah.

Speaker speaker_2: And we have your email down as first and last name, w@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_2: So unfortunately, at the moment, your benefits are not active yet. We have not received payment for the activation.

Speaker speaker_1: Okay.

Speaker speaker_2: I do apologize.

Speaker speaker_1: No, that's all right. Thank you.

Speaker speaker_2: No problem. Well, is there anything else we can assist you with today?

Speaker speaker_1: No, that was it.

Speaker speaker_2: I hope you have a wonderful rest of your day. Thank you for calling Benefits 000.