

## **Transcript: Francesca**

**Baez-5097934227456000-5240450167816192**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 00, my name is Francesca. How can I assist you today? Uh, yes, ma'am. I'm trying to see if it's too late to add life insurance into my policy, to my, um, insurance for work. We'll have to take a look into the account. Which staffing company do you work with? Uh, Custom Goods. No, ma'am, the staffing company. Oh, personal, I mean Partners Personal. What are the last three of the social? 0038. And the last name? McCullum. Please verify your mailing address and date of birth to make sure I'm in the right account. 445 Edwards Boulevard, Spartanburg, South Carolina, 29301, 7-13-92. We have the best phone number to reach you down as 828-301-4533? Yes. We have your email down as first and last name, 430 at yahoo.com? Yes. And you said the street name was Edwards Boulevard, correct? Yes. Okay. So unfortunately, you are already outside of your personal enrollment period as of November- Okay. ... 7th, so you'll have to wait till October next year to add that policy to it. All right. Okay, thank you. Mm-hmm. My pleasure. Was there anything else I can assist you with today? Good day.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits 10 00, my name is Francesca. How can I assist you today?

Speaker speaker\_2: Uh, yes, ma'am. I'm trying to see if it's too late to add life insurance into my policy, to my, um, insurance for work.

Speaker speaker\_1: We'll have to take a look into the account. Which staffing company do you work with?

Speaker speaker\_2: Uh, Custom Goods.

Speaker speaker\_1: No, ma'am, the staffing company.

Speaker speaker\_2: Oh, personal, I mean Partners Personal.

Speaker speaker\_1: What are the last three of the social?

Speaker speaker\_2: 0038.

Speaker speaker\_1: And the last name?

Speaker speaker\_2: McCullum.

Speaker speaker\_1: Please verify your mailing address and date of birth to make sure I'm in the right account.

Speaker speaker\_2: 445 Edwards Boulevard, Spartanburg, South Carolina, 29301, 7-13-92.

Speaker speaker\_1: We have the best phone number to reach you down as 828-301-4533?

Speaker speaker\_2: Yes.

Speaker speaker\_1: We have your email down as first and last name, 430 at yahoo.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And you said the street name was Edwards Boulevard, correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So unfortunately, you are already outside of your personal enrollment period as of November-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... 7th, so you'll have to wait till October next year to add that policy to it.

Speaker speaker\_2: All right. Okay, thank you.

Speaker speaker\_1: Mm-hmm. My pleasure. Was there anything else I can assist you with today? Good day.