

Transcript: Franchesca

Baez-5319536773218304-6726513097228288

Full Transcript

... benefits. And my name is Frankie. How can I assist you today? Hi. I'm calling because I need... Hold on. I'm at... I'm at urgent care and I think they need like a member ID number because I never got my benefits card in the mail, but I need... Yeah, here's a membership... a member ID number. Right. They need a member ID number. Okay. Let me locate your account to see what carrier you have. What staffing company do you work with? North Staffing. What are the last four of your social and your last name? 2802. Last name is Batista, B as in boy, A-T-I-S-T-A. All right. And to make sure I located the correct account, can you verify your mailing address and date of birth? 535 West 51st Street, um, New York, New York, apartment 4K. And date of birth? Uh, 02-11-1991. I have that contact, 407-450-8899, with the email of dianabatista91@gmail.com. Correct. Ms. Batista, you don't have coverage yet. We're still waiting on the activation payment. Okay. I apologize for that. Um, thank you. No problem. Have a great day.

Conversation Format

Speaker speaker_0: ... benefits. And my name is Frankie. How can I assist you today?

Speaker speaker_1: Hi. I'm calling because I need... Hold on. I'm at... I'm at urgent care and I think they need like a member ID number because I never got my benefits card in the mail, but I need... Yeah, here's a membership... a member ID number. Right. They need a member ID number.

Speaker speaker_0: Okay. Let me locate your account to see what carrier you have. What staffing company do you work with?

Speaker speaker_1: North Staffing.

Speaker speaker_0: What are the last four of your social and your last name?

Speaker speaker_1: 2802. Last name is Batista, B as in boy, A-T-I-S-T-A.

Speaker speaker_0: All right. And to make sure I located the correct account, can you verify your mailing address and date of birth?

Speaker speaker_1: 535 West 51st Street, um, New York, New York, apartment 4K.

Speaker speaker_0: And date of birth?

Speaker speaker_1: Uh, 02-11-1991.

Speaker speaker_0: I have that contact, 407-450-8899, with the email of dianabatista91@gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Ms. Batista, you don't have coverage yet. We're still waiting on the activation payment.

Speaker speaker_1: Okay.

Speaker speaker_0: I apologize for that.

Speaker speaker_1: Um, thank you.

Speaker speaker_0: No problem. Have a great day.