

Transcript: Francesca

Baez-5397347384475648-5419684704075776

Full Transcript

Thank you for calling Benefits 10-0-9. My name is Francesca. How can I assist you today? Good afternoon. How are you doing? I'm good. How are you today? Yeah, I'm okay. So I just make a phone call to quip, uh, to, um, uh, to tell something about insurance. Uh, company take my money and my paycheck every time, so I don't need insurance anymore please. Okay, what staffing company do you work with? The name is, um, PF Peck- I'm sorry? PF Peck. P-F-P-E-C-H. C-H, sorry. Are you sure that's the name of the staffing company, sir? Yes. Can you spell it for me one more time? I apologize. Uh, the, the company name? Yes, sir, the staffing company name. P-F Peck. P-E-C-H. So in our list of staffing companies that we work with, I do not have that name, unfortunately. I don't have, uh, insurance? No, sir. I'm saying I don't see your staffing company name on the list of staffing companies that we work with. Okay, but I'm just working for that company and then ... I understand, sir. But without me being able to go into an account, I don't have a way to process anything. Okay. The staffing company name that you're providing is not on the list of staffing companies that we work with. Uh, then, but, uh, I'm working for, um, Search. Search Staffing? Yes. What are the last four of your Social? 5149. And the last name, please? Voltaire. V-O-L-T-A-I-R-E. Did you just started working with them? Uh, no. I, I work for them for more than two, two months. And what is the first name? First name's Dominiq. D-O-M-I-N-I-Q-U-E. There we go. All right. And can you verify your address and your date of birth for me, please, to make sure that I have the right account in front of me? Okay. I'm so sorry, but I just do that for, for my friend, so I don't know exactly, uh, um, the birthday for him and then I don't remember the address. Uh, give me a few second, like, I'm, I gonna... Let me ask him about, uh, everything and then I let you know. Okay. We're open 8:00 AM to 8:00 PM Monday through Friday Eastern time, so once you have that, give us a call also. If he does not understand English, we do have translators, but he has to be on the line with you to provide verbal authorization for you to cancel someone else's insurance, 'cause the lines are recorded. Okay. Okay. No problem. Thank you. Of course. Thank you for your time. Have a great day. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-0-9. My name is Francesca. How can I assist you today?

Speaker speaker_1: Good afternoon. How are you doing?

Speaker speaker_0: I'm good. How are you today?

Speaker speaker_1: Yeah, I'm okay. So I just make a phone call to quip, uh, to, um, uh, to tell something about insurance. Uh, company take my money and my paycheck every time, so I don't need insurance anymore please.

Speaker speaker_0: Okay, what staffing company do you work with?

Speaker speaker_1: The name is, um, PF Peck-

Speaker speaker_0: I'm sorry?

Speaker speaker_1: PF Peck. P-F-P-E-C-H. C-H, sorry.

Speaker speaker_0: Are you sure that's the name of the staffing company, sir?

Speaker speaker_1: Yes.

Speaker speaker_0: Can you spell it for me one more time? I apologize.

Speaker speaker_1: Uh, the, the company name?

Speaker speaker_0: Yes, sir, the staffing company name.

Speaker speaker_1: P-F Peck. P-E-C-H.

Speaker speaker_0: So in our list of staffing companies that we work with, I do not have that name, unfortunately.

Speaker speaker_1: I don't have, uh, insurance?

Speaker speaker_0: No, sir. I'm saying I don't see your staffing company name on the list of staffing companies that we work with.

Speaker speaker_1: Okay, but I'm just working for that company and then ...

Speaker speaker_0: I understand, sir. But without me being able to go into an account, I don't have a way to process anything.

Speaker speaker_1: Okay.

Speaker speaker_0: The staffing company name that you're providing is not on the list of staffing companies that we work with.

Speaker speaker_1: Uh, then, but, uh, I'm working for, um, Search.

Speaker speaker_0: Search Staffing?

Speaker speaker_1: Yes.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 5149.

Speaker speaker_0: And the last name, please?

Speaker speaker_1: Voltaire. V-O-L-T-A-I-R-E.

Speaker speaker_0: Did you just started working with them?

Speaker speaker_1: Uh, no. I, I work for them for more than two, two months.

Speaker speaker_0: And what is the first name?

Speaker speaker_1: First name's Dominiq. D-O-M-I-N-I-Q-U-E.

Speaker speaker_0: There we go. All right. And can you verify your address and your date of birth for me, please, to make sure that I have the right account in front of me?

Speaker speaker_1: Okay. I'm so sorry, but I just do that for, for my friend, so I don't know exactly, uh, um, the birthday for him and then I don't remember the address. Uh, give me a few second, like, I'm, I gonna... Let me ask him about, uh, everything and then I let you know.

Speaker speaker_0: Okay. We're open 8:00 AM to 8:00 PM Monday through Friday Eastern time, so once you have that, give us a call also. If he does not understand English, we do have translators, but he has to be on the line with you to provide verbal authorization for you to cancel someone else's insurance, 'cause the lines are recorded.

Speaker speaker_1: Okay. Okay. No problem. Thank you.

Speaker speaker_0: Of course. Thank you for your time. Have a great day.

Speaker speaker_1: Bye.