

## **Transcript: Francesca**

**Baez-5474930302697472-6633119270354944**

### **Full Transcript**

Hello. Your call may be monitored or recorded for quality assurance- What? ... purposes. I just told you to shut up. Good afternoon. My name is... Good afternoon, with an Accard. With me to speak with Mr. Keelan on behalf of Verity Staffing Solutions. Yeah, sorry. This is? One second, sir. My name is Francesca, calling on behalf of the staffing company, Verity Staffing Solutions. Yes. The reason for my call is because we see that you tried to process an enrollment for yourself and spouse on the 15th of March. You didn't- ... provide the spouse's information of the dependent. Oh, okay- Um- ... I could... I didn't, uh... Uh, it didn't ask me to, I don't think. It might... Maybe I missed that. I can go in there and fill that out right now if, if, uh, need be. Um, if you're able to, you can also provide it to me over the phone. Uh- Okay. Uh- ... if at least I can have her first and last name and date of birth. If you don't have the social, you can call later on to add it. It is Ashley. A-S-H-, A-S-H-L-E-Y. Zeglis. Z-E-G-L-I-S. Date of birth is 04/07/90. And what's your social? Whoa. Too bad. Never worked. 468- 468. ... 21. ... 21. 9239. 9239 is her social. Uh- All right, thank you very much for adding her to the policy. From your full selections, your policy will be \$52.31 per paycheck. So when you see that first deduction, following Monday, you guys will be active, and same week of activation, Friday, will be when the carrier send out those benefit cards for you guys. Okay, thank you. Thank you for your time. Have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: Hello.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance-

Speaker speaker\_0: What?

Speaker speaker\_1: ... purposes.

Speaker speaker\_0: I just told you to shut up.

Speaker speaker\_2: Good afternoon. My name is... Good afternoon, with an Accard. With me to speak with Mr. Keelan on behalf of Verity Staffing Solutions.

Speaker speaker\_0: Yeah, sorry. This is?

Speaker speaker\_2: One second, sir. My name is Francesca, calling on behalf of the staffing company, Verity Staffing Solutions.



Speaker speaker\_0: Yes.

Speaker speaker\_2: The reason for my call is because we see that you tried to process an enrollment for yourself and spouse on the 15th of March. You didn't- ... provide the spouse's information of the dependent.

Speaker speaker\_0: Oh, okay-

Speaker speaker\_2: Um-

Speaker speaker\_0: ... I could... I didn't, uh... Uh, it didn't ask me to, I don't think. It might... Maybe I missed that. I can go in there and fill that out right now if, if, uh, need be.

Speaker speaker\_2: Um, if you're able to, you can also provide it to me over the phone. Uh-

Speaker speaker\_0: Okay. Uh-

Speaker speaker\_2: ... if at least I can have her first and last name and date of birth. If you don't have the social, you can call later on to add it.

Speaker speaker\_0: It is Ashley. A-S-H-, A-S-H-L-E-Y. Zeglis. Z-E-G-L-I-S. Date of birth is 04/07/'90. And what's your social?

Speaker speaker\_1: Whoa.

Speaker speaker\_0: Too bad. Never worked.

Speaker speaker\_1: 468-

Speaker speaker\_0: 468.

Speaker speaker\_1: ... 21.

Speaker speaker\_0: ... 21.

Speaker speaker\_1: 9239.

Speaker speaker\_0: 9239 is her social. Uh-

Speaker speaker\_2: All right, thank you very much for adding her to the policy. From your full selections, your policy will be \$52.31 per paycheck. So when you see that first deduction, following Monday, you guys will be active, and same week of activation, Friday, will be when the carrier send out those benefit cards for you guys.

Speaker speaker\_0: Okay, thank you.

Speaker speaker\_2: Thank you for your time. Have a great day.

Speaker speaker\_0: You too.