

## **Transcript: Franchesca**

**Baez-5515007860195328-6245238736732160**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello? Yes, sir. Hello? Hi, I'm calling, um, so I could receive my employee ID for my health insurance for the employee and child. Thank you. So which company do you work with? I work for Dehority Solutions. All right. Can I have one of the last four of your Social? 5985. And your last name, please? Mendoza. Okay. To make sure that I have the correct address, could you please verify... I mean, your correct account, can you please verify your mailing address and date of birth? 309, uh, 1st Avenue South Long Prairie, Minnesota, 56347. My birthday is gonna be 07/01/1996. I have just found number 619-949-9794. That is correct. Let me have your email. That is first name last nameax@gmail.com. That is correct. I'm placing a quick call while I download your benefit cards to send to your email. I'll be right back. Okay. Thank you. I'm going to be using the tools in this window if I have sent any PDF files to your email. Those will be the benefit cards for yourself and also the dependent also, so. Uh, okay. I haven't received anything just yet. Okay. We'll be just sending you- You said, um, my email was what? First name last name@x@gmail.com Oh, I see it now. Yes, sir. Um, contact your benefit card. Okay, so this is my health insurance, dental and vision? Yes, sir. Okay, that'll do. Thank you so much for helping me out. No problem. Is there anything else I can assist you with today? Uh, that should be all. Have a wonderful rest of your day. Thank you for your time today. You too. Bye-bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Hello?

Speaker speaker\_2: Yes, sir. Hello?

Speaker speaker\_1: Hi, I'm calling, um, so I could receive my employee ID for my health insurance for the employee and child.

Speaker speaker\_2: Thank you. So which company do you work with?

Speaker speaker\_1: I work for Dehority Solutions.

Speaker speaker\_2: All right. Can I have one of the last four of your Social?

Speaker speaker\_1: 5985.

Speaker speaker\_2: And your last name, please?

Speaker speaker\_1: Mendoza.

Speaker speaker\_2: Okay. To make sure that I have the correct address, could you please verify... I mean, your correct account, can you please verify your mailing address and date of birth?

Speaker speaker\_1: 309, uh, 1st Avenue South Long Prairie, Minnesota, 56347. My birthday is gonna be 07/01/1996.

Speaker speaker\_2: I have just found number 619-949-9794.

Speaker speaker\_1: That is correct.

Speaker speaker\_2: Let me have your email. That is first name last nameax@gmail.com.

Speaker speaker\_1: That is correct.

Speaker speaker\_2: I'm placing a quick call while I download your benefit cards to send to your email. I'll be right back.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Thank you.

Speaker speaker\_3: I'm going to be using the tools in this window if I have sent any PDF files to your email. Those will be the benefit cards for yourself and also the dependent also, so.

Speaker speaker\_1: Uh, okay. I haven't received anything just yet.

Speaker speaker\_2: Okay. We'll be just sending you-

Speaker speaker\_1: You said, um, my email was what? First name last name@x@gmail.com Oh, I see it now.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Um, contact your benefit card. Okay, so this is my health insurance, dental and vision?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay, that'll do. Thank you so much for helping me out.

Speaker speaker\_2: No problem. Is there anything else I can assist you with today?

Speaker speaker\_1: Uh, that should be all.

Speaker speaker\_2: Have a wonderful rest of your day. Thank you for your time today.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_2: Bye.