

Transcript: Francesca

Baez-5641466987855872-4693283633807360

Full Transcript

Thank you for calling Benefits in Occur. My name is Francesca. How can I assist you today? Hi. I wanted to see if, uh, my insurance is still active at this time. Which assessing company do you work with? Um, Partners Personnel. What is the last four of your Social? 8854. And the last name? Besse, B-E-S-S-E. Please verify your eligibility. Please verify your billing address and date of birth to make sure we have the right account in front of us. It's 13646 Busby Drive in Whittier, California 90605. And what was the other? Oh, date of birth. Mm-hmm. Uh, July 5th, 1970. I have BessContact7142875622, with the email of first initial last name at yahoo.com? Correct. No, Ms. Besse, currently your benefits have not been active for the following two weeks. The last day you were covered was March 30th. Okay. All right, I thought it was ending that time. Okay. That's all I needed to know. No, this is it. Hope you have a wonderful rest of your day, and thank you for your time today. Thank you. You too. No problem. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in Occur. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. I wanted to see if, uh, my insurance is still active at this time.

Speaker speaker_0: Which assessing company do you work with?

Speaker speaker_1: Um, Partners Personnel.

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

Speaker speaker_1: 8854.

Speaker speaker_0: And the last name?

Speaker speaker_1: Besse, B-E-S-S-E.

Speaker speaker_0: Please verify your eligibility. Please verify your billing address and date of birth to make sure we have the right account in front of us.

Speaker speaker_1: It's 13646 Busby Drive in Whittier, California 90605. And what was the other? Oh, date of birth.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, July 5th, 1970.

Speaker speaker_0: I have BessContact7142875622, with the email of first initial last name at yahoo.com?

Speaker speaker_1: Correct.

Speaker speaker_0: No, Ms. Besse, currently your benefits have not been active for the following two weeks. The last day you were covered was March 30th.

Speaker speaker_1: Okay. All right, I thought it was ending that time. Okay. That's all I needed to know.

Speaker speaker_0: No, this is it. Hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: No problem.

Speaker speaker_1: Bye.