

## **Transcript: Franchesca**

**Baez-5645307738112000-6096664240635904**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. How may I assist you today? Uh, yes, I'm calling about my, uh, benefits from a, uh, from a potential job. Okay. What staffing company did you apply with? It's through Integrity Trading Services. And what is the last four of your Socials? 9101. All right. I'm gonna question the last name. Robinson. R-O-B-I-N-S-O-N. Thank you very much. To make sure I have the right account, we need to know your mailing address and date of birth. 645 Alabama Avenue, Sellersburg, Indiana, 47172. And what is your date of birth? Do what now? Yes, sir, your date of birth, your birthdate. Oh, birthdate. Okay, I'm sorry. That's okay. Uh, 05151967. I have that contact, same as the one you called in ending in 1353? Mm-hmm. And I have your email down as lastname86@outlook.com. Yes. Okay. So it looks like when you were processing your enrollment online, we reflected you have coverage for yourself and child, so you didn't put her information- Uh-huh. ... in it. Am I lacking information? Yes. We don't have her information, so we assume we're needing her first and last name and date of birth. Okay. First and last name is, uh, Tammy Robinson, 10/01/1963. I was trying to fill out a bunch of forms last night and two of the forms they wanted me to fill out wouldn't let me do it. And I think that was one of them. Oh, no. You say it was January 19, 1963? Uh, October 1st, 1963. Yes. Okay. Please add her to your policy. Once you start working, it should take one to two weeks after you start for them to start making the first deduction. All righty. Thank you. All right. Thank you for giving us a call back. I hope you have a wonderful rest of your day. Thank you. Bye-bye. Mm, bye.

### **Conversation Format**

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

Speaker speaker\_1: How may I assist you today?

Speaker speaker\_2: Uh, yes, I'm calling about my, uh, benefits from a, uh, from a potential job.

Speaker speaker\_1: Okay. What staffing company did you apply with?

Speaker speaker\_2: It's through Integrity Trading Services.

Speaker speaker\_1: And what is the last four of your Socials?

Speaker speaker\_2: 9101.

Speaker speaker\_1: All right. I'm gonna question the last name.

Speaker speaker\_2: Robinson. R-O-B-I-N-S-O-N.

Speaker speaker\_1: Thank you very much. To make sure I have the right account, we need to know your mailing address and date of birth.

Speaker speaker\_2: 645 Alabama Avenue, Sellersburg, Indiana, 47172.

Speaker speaker\_1: And what is your date of birth?

Speaker speaker\_2: Do what now?

Speaker speaker\_1: Yes, sir, your date of birth, your birthdate.

Speaker speaker\_2: Oh, birthdate. Okay, I'm sorry.

Speaker speaker\_1: That's okay.

Speaker speaker\_2: Uh, 05151967.

Speaker speaker\_1: I have that contact, same as the one you called in ending in 1353?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And I have your email down as lastname86@outlook.com.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So it looks like when you were processing your enrollment online, we reflected you have coverage for yourself and child, so you didn't put her information-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... in it.

Speaker speaker\_2: Am I lacking information?

Speaker speaker\_1: Yes. We don't have her information, so we assume we're needing her first and last name and date of birth.

Speaker speaker\_2: Okay. First and last name is, uh, Tammy Robinson, 10/01/1963. I was trying to fill out a bunch of forms last night and two of the forms they wanted me to fill out wouldn't let me do it. And I think that was one of them.

Speaker speaker\_1: Oh, no. You say it was January 19, 1963?

Speaker speaker\_2: Uh, October 1st, 1963. Yes.

Speaker speaker\_1: Okay. Please add her to your policy. Once you start working, it should take one to two weeks after you start for them to start making the first deduction.

Speaker speaker\_2: All righty. Thank you.

Speaker speaker\_1: All right. Thank you for giving us a call back. I hope you have a wonderful rest of your day.

Speaker speaker\_2: Thank you. Bye-bye.

Speaker speaker\_1: Mm, bye.