

Transcript: Franchesca

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Full Transcript

Your call may be recorded for quality assurance-- Hello. You may now speak with Benefits in a Card. I'm looking to speak with Ms. -- on behalf of Norin Staffing Group. ¿Aló? . ¿Aló? . . Yes. I am calling from a company called Benefits in a Card. We administer the health insurance that temporary agency Norin Staffing Group offers to their employees. Thank you for calling us yesterday to try and enroll you in a dental plan for your husband, but you couldn't find his information. Oh, yeah, uh, excuse me, this is about my job? No, about the health insurance. That's right, but from Norin? Yes. Okay, and what am I missing? I would be missing your husband's name and last name, as well as his birthdate. Yeah, uh, his name is Patricio Javier Pilco Saenz. Patricio Javier? Javier, yes. Pilco. Can you read the last name for me? Yes. P-I-L-C-O. Pilco. P-E-D-R-O-I-N-C-O, correct? No, let's see. P for Pedro, I for iguana, L for loma, C for casa, O for oso. Pilco. Perfect. And when was he born? It's June 24th, 1986, I believe. Let me check, let me double check. Okay. Wait just a moment, please. Right away. Okay, thank you. I'm going to the bathroom. silence June 24th, 1986. Okay. That's it. Thank you very much for calling, have a nice day. Thank you. Goodbye.

Conversation Format

Speaker speaker_0: Your call may be recorded for quality assurance--

Speaker speaker_1: Hello.

Speaker speaker_0: You may now speak with Benefits in a Card. I'm looking to speak with Ms. -- on behalf of Norin Staffing Group.

Speaker speaker_1: ¿Aló?

Speaker speaker_0: .

Speaker speaker_1: ¿Aló? .

Speaker speaker_0: .

Speaker speaker_1: Yes. I am calling from a company called Benefits in a Card. We administer the health insurance that temporary agency Norin Staffing Group offers to their employees. Thank you for calling us yesterday to try and enroll you in a dental plan for your husband, but you couldn't find his information. Oh, yeah, uh, excuse me, this is about my job?

Speaker speaker_0: No, about the health insurance.

Speaker speaker_1: That's right, but from Norin?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, and what am I missing?

Speaker speaker_0: I would be missing your husband's name and last name, as well as his birthdate.

Speaker speaker_1: Yeah, uh, his name is Patricio Javier Pilco Saenz.

Speaker speaker_0: Patricio Javier?

Speaker speaker_1: Javier, yes. Pilco.

Speaker speaker_0: Can you read the last name for me?

Speaker speaker_1: Yes. P-I-L-C-O. Pilco.

Speaker speaker_0: P-E-D-R-O-I-N-C-O, correct?

Speaker speaker_1: No, let's see. P for Pedro, I for iguana, L for loma, C for casa, O for oso. Pilco.

Speaker speaker_0: Perfect. And when was he born?

Speaker speaker_1: It's June 24th, 1986, I believe. Let me check, let me double check.

Speaker speaker_0: Okay.

Speaker speaker_1: Wait just a moment, please.

Speaker speaker_0: Right away.

Speaker speaker_1: Okay, thank you. I'm going to the bathroom.

Speaker speaker_2: silence

Speaker speaker_1: June 24th, 1986.

Speaker speaker_0: Okay. That's it. Thank you very much for calling, have a nice day.

Speaker speaker_1: Thank you.

Speaker speaker_0: Goodbye.