

Transcript: Francesca

Baez-6032991874236416-6281241738919936

Full Transcript

Thank you for calling Benefits Intercom, my name is Francesca. How can I assist you today? Uh, yeah, so I was just calling to see when I may receive my benefits cards, and if my benefits are active. Sure thing, sir. So, um, while I will not be able to let you know specifically when you will receive them, I can most definitely- Okay. ... let you know, um, whether or not the benefits are active. What staffing company do you work with? Okay. Uh, MAU. Okay, cool. And what are the last four of your Social? 9645. And lastly, your last name. Kootz. K-O-O-T-Z. You want to go that way? Go that way? Actually, you can do whatever you want, as long as you, like- Is there a middle initial? L. Okay. And for security purposes can you verify your mailing address for me and your date of birth, please? 821 Grantwood Circle, Greer, South Carolina 29651. And what was... Oh, uh, 9/15/85. We show the best phone number to reach you down as 864-349-39995. 3995, yes, ma'am. And lastly, I see your email down as Clucask1201@Yahoo.com. Yes, ma'am. Let's see. So the coverage hasn't been active yet. We're still waiting on that activation payment to receive. Um, your staffing company's the only one that has access to that paycheck. So we're still waiting for payment as well. Okay, that's fine, I was- That's why I was calling, because the first payment came out. Well, it's going to come out this week. Friday. All right. Once we see that first deduction the following Monday, it will be when it becomes active, and Friday- Okay. ... of that week will be when they send out those benefit cards. Okay, sounds good. Thank you. Of course. Was there anything else we can assist you with today? No, that's it. I hope you have a wonderful rest of your day, and thank you for allowing us to assist you today. All right, you too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Intercom, my name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, yeah, so I was just calling to see when I may receive my benefits cards, and if my benefits are active.

Speaker speaker_0: Sure thing, sir. So, um, while I will not be able to let you know specifically when you will receive them, I can most definitely-

Speaker speaker_1: Okay.

Speaker speaker_0: ... let you know, um, whether or not the benefits are active. What staffing company do you work with?

Speaker speaker_1: Okay. Uh, MAU.

Speaker speaker_0: Okay, cool. And what are the last four of your Social?

Speaker speaker_1: 9645.

Speaker speaker_0: And lastly, your last name.

Speaker speaker_1: Kootz. K-O-O-T-Z.

Speaker speaker_0: You want to go that way? Go that way? Actually, you can do whatever you want, as long as you, like- Is there a middle initial?

Speaker speaker_1: L.

Speaker speaker_0: Okay. And for security purposes can you verify your mailing address for me and your date of birth, please?

Speaker speaker_1: 821 Grantwood Circle, Greer, South Carolina 29651. And what was... Oh, uh, 9/15/85.

Speaker speaker_0: We show the best phone number to reach you down as 864-349-39995.

Speaker speaker_1: 3995, yes, ma'am.

Speaker speaker_0: And lastly, I see your email down as Clucask1201@Yahoo.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Let's see. So the coverage hasn't been active yet. We're still waiting on that activation payment to receive. Um, your staffing company's the only one that has access to that paycheck. So we're still waiting for payment as well.

Speaker speaker_1: Okay, that's fine, I was- That's why I was calling, because the first payment came out. Well, it's going to come out this week. Friday.

Speaker speaker_0: All right. Once we see that first deduction the following Monday, it will be when it becomes active, and Friday-

Speaker speaker_1: Okay.

Speaker speaker_0: ... of that week will be when they send out those benefit cards.

Speaker speaker_1: Okay, sounds good. Thank you.

Speaker speaker_0: Of course. Was there anything else we can assist you with today?

Speaker speaker_1: No, that's it.

Speaker speaker_0: I hope you have a wonderful rest of your day, and thank you for allowing us to assist you today.

Speaker speaker_1: All right, you too. Bye.

Speaker speaker_0: Bye-bye.