

Transcript: Franchesca

Baez-6166330902790144-5859444684963840

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Employment, I'm Miss Francesca. How can I assist you today? Francesca, how you doing, ma'am? Good, how can I assist you? Good, good, good. Hey, look, my... so my son, um, is, is looking to enroll. I just wanna make sure, um, that, um, y- you know, wh- what's, uh, you know, the date that he can enroll? He su-... He, he's a-... Oh, go, go ahead, ma'am. I'm sorry. No, go ahead. I apologize, I didn't mean to interrupt. Oh, yes, ma'am. He, um, he w-... He's with Anthem, and he's an MA-... Um, he works for MAU at, at Textron. Okay. So in order to see whether or not he's currently eligible to enroll into benefits, I need to get into his account. Unfortunately, I cannot do that without him on the line with me. Is he nearby that can at least provide verbal authorization? Oh, yeah, I understand, but he don't get off until 4:30 or 5:00. Um, what, what time do you close? Let me ask you that. We close at 8:00 PM Eastern Time. Okay, I'll have him call you today and, and, and he will, uh, uh, verbally, uh, uh, allow me to, um, do that. All right. I, I mean, I understand that, ma'am. Yes, ma'am, I totally und-... Yes, so to locate his account, they're gonna ask him for the last four of his Social, along with the staffing company, and then he's just going to need to verify the address and date of birth. And they'll be able to locate that account and provide you that information. All right, sounds good. Look, I'll have him call you this evening, okay? All right. Thanks so much for taking my call. Bye. Thank you, sir, for allowing to assist you. Have a good one. Okay.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and Employment, I'm Miss Francesca. How can I assist you today?

Speaker speaker_2: Francesca, how you doing, ma'am?

Speaker speaker_1: Good, how can I assist you?

Speaker speaker_2: Good, good, good. Hey, look, my... so my son, um, is, is looking to enroll. I just wanna make sure, um, that, um, y- you know, wh- what's, uh, you know, the date that he can enroll? He su-... He, he's a-... Oh, go, go ahead, ma'am. I'm sorry.

Speaker speaker_1: No, go ahead. I apologize, I didn't mean to interrupt.

Speaker speaker_2: Oh, yes, ma'am. He, um, he w-... He's with Anthem, and he's an MA-... Um, he works for MAU at, at Textron.

Speaker speaker_1: Okay. So in order to see whether or not he's currently eligible to enroll into benefits, I need to get into his account. Unfortunately, I cannot do that without him on the line with me. Is he nearby that can at least provide verbal authorization?

Speaker speaker_2: Oh, yeah, I understand, but he don't get off until 4:30 or 5:00. Um, what, what time do you close? Let me ask you that.

Speaker speaker_1: We close at 8:00 PM Eastern Time.

Speaker speaker_2: Okay, I'll have him call you today and, and, and he will, uh, uh, verbally, uh, uh, allow me to, um, do that.

Speaker speaker_1: All right.

Speaker speaker_2: I, I mean, I understand that, ma'am. Yes, ma'am, I totally und-...

Speaker speaker_1: Yes, so to locate his account, they're gonna ask him for the last four of his Social, along with the staffing company, and then he's just going to need to verify the address and date of birth. And they'll be able to locate that account and provide you that information.

Speaker speaker_2: All right, sounds good. Look, I'll have him call you this evening, okay?

Speaker speaker_1: All right.

Speaker speaker_2: Thanks so much for taking my call. Bye.

Speaker speaker_1: Thank you, sir, for allowing to assist you. Have a good one.

Speaker speaker_2: Okay.