

Transcript: Francesca

Baez-6283170703654912-6617526760554496

Full Transcript

Thank you for calling Benefit to Know car. My name is Francesca. How can I assist you today? Hi, Francesca. Uh, I was trying to... This is Unique Glaze. I was trying to, um, see my, um, insurance, um, number. Okay. Which staffing company do you work with? Um, TRC. What are the last four of your Social? 8501. And the last name, please? Um, Glaze. G-L-A-Z-E. First name Unique? Yes, ma'am. All right. Um. If you'd be so kind to verify your mailing address for me and date of birth? Uh, the, the, uh, address that's on file might be, um, 900 Vernon Road. But, um, I want to update that and, um, change it to 404 Bridgewood Drive. Yeah. I'm gonna need you to verify the full address I have on file before I'm able to do any updates. Okay. Um, nine... um, 1900 Vernon Street, um... What apartment that we're in? Apartment 7301. Um, LaGrange, Georgia, 30240. Okay. Um, the apartment number itself that we had on file was a little bit different. Okay. But that's okay. What will be the new address? Um, 404, um, Bridgewood Drive, LaGrange, Georgia, 30240. Right now, um, it's net ... like make a note of that. Not right here, but it's in there. All right. I have the Best For number to reach you down as 762-348-3832. Uh, no. Um, I don't have that number no more. Would you like to update it? Yes. Go ahead. 346-324-0638. What is your date of birth? 10/24/2003. Right. And then, we have your email down as your last name, first name 04 at gmail.com? Oh. Yes. That's right. All right. Now, as far as it goes with providing the policy number, would you like me to send you digital copies of your benefit cards which will have that policy number instead? Yes. Can you send it on to that Gmail? Yes, ma'am. Bear with me one moment. I just have to place in a quick hold for me to download them. Okay? Okay. All right. Please hold. I'll be right back. He like being up early. He getting up early. Now he getting under my last breath. Oh, yeah. Man. Thank you so much for holding, Miss Glaze. I went ahead and sent you two PDF files which will be those benefit cards. Okay. Was there anything else we can assist you with besides from providing those benefit cards? Um, no, ma'am. That's it. Thank you so much. Of course. I hope you have a wonderful rest of your day, and thank you for giving us a call today. Mm-hmm.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit to Know car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Francesca. Uh, I was trying to... This is Unique Glaze. I was trying to, um, see my, um, insurance, um, number.

Speaker speaker_0: Okay. Which staffing company do you work with?

Speaker speaker_1: Um, TRC.

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

Speaker speaker_1: 8501.

Speaker speaker_0: And the last name, please?

Speaker speaker_1: Um, Glaze. G-L-A-Z-E.

Speaker speaker_0: First name Unique?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right.

Speaker speaker_1: Um.

Speaker speaker_0: If you'd be so kind to verify your mailing address for me and date of birth?

Speaker speaker_1: Uh, the, the, uh, address that's on file might be, um, 900 Vernon Road. But, um, I want to update that and, um, change it to 404 Bridgewood Drive.

Speaker speaker_0: Yeah. I'm gonna need you to verify the full address I have on file before I'm able to do any updates.

Speaker speaker_1: Okay. Um, nine... um, 1900 Vernon Street, um... What apartment that we're in? Apartment 7301. Um, LaGrange, Georgia, 30240.

Speaker speaker_0: Okay. Um, the apartment number itself that we had on file was a little bit different.

Speaker speaker_1: Okay.

Speaker speaker_0: But that's okay. What will be the new address?

Speaker speaker_1: Um, 404, um, Bridgewood Drive, LaGrange, Georgia, 30240. Right now, um, it's net ... like make a note of that. Not right here, but it's in there.

Speaker speaker_0: All right. I have the Best For number to reach you down as 762-348-3832.

Speaker speaker_1: Uh, no. Um, I don't have that number no more.

Speaker speaker_0: Would you like to update it?

Speaker speaker_1: Yes.

Speaker speaker_0: Go ahead.

Speaker speaker_1: 346-324-0638.

Speaker speaker_0: What is your date of birth?

Speaker speaker_1: 10/24/2003.

Speaker speaker_0: Right. And then, we have your email down as your last name, first name 04 at gmail.com?

Speaker speaker_1: Oh. Yes. That's right.

Speaker speaker_0: All right. Now, as far as it goes with providing the policy number, would you like me to send you digital copies of your benefit cards which will have that policy number instead?

Speaker speaker_1: Yes. Can you send it on to that Gmail?

Speaker speaker_0: Yes, ma'am. Bear with me one moment. I just have to place in a quick hold for me to download them. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Please hold. I'll be right back.

Speaker speaker_2: He like being up early. He getting up early. Now he getting under my last breath. Oh, yeah. Man.

Speaker speaker_0: Thank you so much for holding, Miss Glaze. I went ahead and sent you two PDF files which will be those benefit cards.

Speaker speaker_1: Okay.

Speaker speaker_0: Was there anything else we can assist you with besides from providing those benefit cards?

Speaker speaker_1: Um, no, ma'am. That's it. Thank you so much.

Speaker speaker_0: Of course. I hope you have a wonderful rest of your day, and thank you for giving us a call today.

Speaker speaker_1: Mm-hmm.