

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?
Hi, Francesca. It's Alicia at APL. How are you doing today? I'm good. How are you, Alicia? I'm doing fine. Thank you for asking. I have a Mr. Carlton Nix. I mean c- uh, yeah, Carlton Nix with Carlton Staffing on the line. He said he signed up for insurance and is wanting to know when it will be active. I don't have his information on file. Can you help me? Of course. And he a- again, it's with Carlton Staffing. All right. Thank you. Thank you. Let me get him on the line, Francesca. I hope you have a wonderful day. One moment. Thank you. You too. All right, Mr. Nix. Thank you for your patience. I have Francesca on the line who's going to assist you further, and have a wonderful day. Okay, thank you. You do the same. Thank you. Bye-bye. Okay, bye-bye. Good morning, Mr. Carlton. My name is Francesca, Benefits in a Car. How are you today? I'm good. How about yourself? Yeah. Thank you for asking. Um, so Alicia said you were trying to see whether or not your benefits are active yet. Yes, correct. All right. What are the last four of your Social to locate the account? Last four is 0655. And could you please verify your mailing address and date of birth to make sure I have the right account in front of me? Yes. Date of birth, February the 4th, 1981. My mailing address is 4025 Burke Road, Apartment 812, Pasadena, Texas 77504. All right. We have the best phone number to contact, 409-904-5427. Yes, correct. And we have your email down as calvin_nick@yahoo.com. Correct. Okay. Um, so Mr. Nick, at the moment, what we're waiting for is for your staffing company to send payment for the activation of the policy. Once you see that very first deduction of the 69.46, following Monday is supposed to be when that policy becomes effective. And then that same week of activation- Oh. ... Friday will be when those carriers send the benefit cards. Oh, okay then. All right. That's, uh, that's all I wanted to know. Thank you. Of course. Well, is there anything else we can assist you with today? Uh, no, that's all. All right. Well, I do hope you have a wonderful rest of your day, and thank you for your time today. Well, thank you. You do the same. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Francesca. It's Alicia at APL. How are you doing today?

Speaker speaker_0: I'm good. How are you, Alicia?

Speaker speaker_1: I'm doing fine. Thank you for asking. I have a Mr. Carlton Nix. I mean c-uh, yeah, Carlton Nix with Carlton Staffing on the line. He said he signed up for insurance and is wanting to know when it will be active. I don't have his information on file. Can you help me?

Speaker speaker_0: Of course.

Speaker speaker_1: And he a- again, it's with Carlton Staffing.

Speaker speaker_0: All right. Thank you.

Speaker speaker_1: Thank you. Let me get him on the line, Francesca. I hope you have a wonderful day. One moment.

Speaker speaker_0: Thank you.

Speaker speaker_1: You too. All right, Mr. Nix. Thank you for your patience. I have Francesca on the line who's going to assist you further, and have a wonderful day.

Speaker speaker_2: Okay, thank you. You do the same.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Okay, bye-bye.

Speaker speaker_0: Good morning, Mr. Carlton. My name is Francesca, Benefits in a Car. How are you today?

Speaker speaker_2: I'm good. How about yourself?

Speaker speaker_0: Yeah. Thank you for asking. Um, so Alicia said you were trying to see whether or not your benefits are active yet.

Speaker speaker_2: Yes, correct.

Speaker speaker_0: All right. What are the last four of your Social to locate the account?

Speaker speaker_2: Last four is 0655.

Speaker speaker_0: And could you please verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker_2: Yes. Date of birth, February the 4th, 1981. My mailing address is 4025 Burke Road, Apartment 812, Pasadena, Texas 77504.

Speaker speaker_0: All right. We have the best phone number to contact, 409-904-5427.

Speaker speaker_2: Yes, correct.

Speaker speaker_0: And we have your email down as calvin_nick@yahoo.com.

Speaker speaker_2: Correct.

Speaker speaker_0: Okay. Um, so Mr. Nick, at the moment, what we're waiting for is for your staffing company to send payment for the activation of the policy. Once you see that very first

deduction of the 69.46, following Monday is supposed to be when that policy becomes effective. And then that same week of activation-

Speaker speaker_2: Oh.

Speaker speaker_0: ... Friday will be when those carriers send the benefit cards.

Speaker speaker_2: Oh, okay then. All right. That's, uh, that's all I wanted to know. Thank you.

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

Speaker speaker_2: Uh, no, that's all.

Speaker speaker_0: All right. Well, I do hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_2: Well, thank you. You do the same. Bye-bye.