

## **Transcript: Francesca**

**Baez-6413708270026752-5941603451584512**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for choosing Benefits in a Jar. My name is Francesca, how can I help? Hi, Francesca, I just got disconnected. I, I was on the call with one of the, um, uh, representatives that were checking on my dental insurance because my dentist called and the dental department said that my insurance is not active, but, uh, it is active. Okay, let me go ahead and look for you. I am here at the dentist and I need that information, like, right now , so they can attend to me. What staffing company? What staffing company do you work with? Hospitality Staffing Solutions. And what are the last four of your Social? 7909. Okay, and to make sure that I'm on the right account, could you please verify your mailing address and date of birth? 3465 Omeka Circle, Orlando, Florida 32837. And date of birth- And your date of birth? April 6, 1957. Can I have the best phone number, 407-417-2409? Yes. Can I have your email? The one that's wintergardenecigs@gmail.com? Yeah. All right, bear with me one moment. I'll be placing a brief hold while I review your account, okay? Okay. Thank you. . Yes. I'm gonna get you transferred over to the previous representative that was assisting you, okay? Okay. It looks like she was looking into your issue already. Okay. Thank you, bear with me one moment.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for choosing Benefits in a Jar. My name is Francesca, how can I help?

Speaker speaker\_2: Hi, Francesca, I just got disconnected. I, I was on the call with one of the, um, uh, representatives that were checking on my dental insurance because my dentist called and the dental department said that my insurance is not active, but, uh, it is active.

Speaker speaker\_1: Okay, let me go ahead and look for you.

Speaker speaker\_2: I am here at the dentist and I need that information, like, right now , so they can attend to me.

Speaker speaker\_1: What staffing company? What staffing company do you work with?

Speaker speaker\_2: Hospitality Staffing Solutions.

Speaker speaker\_1: And what are the last four of your Social?

Speaker speaker\_2: 7909.

Speaker speaker\_1: Okay, and to make sure that I'm on the right account, could you please verify your mailing address and date of birth?

Speaker speaker\_2: 3465 Omeka Circle, Orlando, Florida 32837. And date of birth-

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: April 6, 1957.

Speaker speaker\_1: Can I have the best phone number, 407-417-2409?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Can I have your email? The one that's wintergardenecigs@gmail.com?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: All right, bear with me one moment. I'll be placing a brief hold while I review your account, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Thank you.

Speaker speaker\_3: . Yes.

Speaker speaker\_4: I'm gonna get you transferred over to the previous representative that was assisting you, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_4: It looks like she was looking into your issue already.

Speaker speaker\_2: Okay.

Speaker speaker\_4: Thank you, bear with me one moment.