

## Transcript: Francesca

**Baez-6518685083418624-5966134722215936**

### Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Uh, yes, ma'am. Uh, I was wondering, uh, how long it'd be before I could use my insurance. I, uh, it said it was supposed to start be active Monday and I haven't received anything from an email or anything. I was just checking, because I need to use it. Good afternoon, sir. This is . What staffing company do you work with? Wagner Staff. What are the last four of your Social? Uh, 4319. And the last name? Pittman. P-I-T-T-M-A-N. Could you please verify your mailing address and your date of birth to make sure that I did locate the correct account? The birth date's 12/09/92 and the address is 165 Pleasant Hill Drive, Covington, Georgia. Thank you very much. We share a bus phone number to contact you down as 404-953-1991, same as the one you called on today? Yes. And lastly, I have your email down as marcus.pittman23934@gmail.com. Yes, ma'am. So as of right now, sir, we're still waiting on Wagner Services to send over the activation payment. Wagner hasn't sent it? No, sir. It shows that your enrollment itself is also still pending and hasn't been processed through our system yet. Oh, okay. Well, I will contact them. Understood. Was there anything else that I can assist you with aside from this? That's it. All right. It was a pleasure speaking with you today, sir. Thank you so much for calling Benefits in a Car. All right. Thank you, ma'am.

### 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: Uh, yes, ma'am. Uh, I was wondering, uh, how long it'd be before I could use my insurance. I, uh, it said it was supposed to start be active Monday and I haven't received anything from an email or anything. I was just checking, because I need to use it.

Speaker speaker\_0: Good afternoon, sir. This is . What staffing company do you work with?

Speaker speaker\_1: Wagner Staff.

Speaker speaker\_0: What are the last four of your Social?

Speaker speaker\_1: Uh, 4319.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Pittman. P-I-T-T-M-A-N.

Speaker speaker\_0: Could you please verify your mailing address and your date of birth to make sure that I did locate the correct account?

Speaker speaker\_1: The birth date's 12/09/92 and the address is 165 Pleasant Hill Drive, Covington, Georgia.

Speaker speaker\_0: Thank you very much. We share a bus phone number to contact you down as 404-953-1991, same as the one you called on today?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And lastly, I have your email down as marcus.pittman23934@gmail.com.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: So as of right now, sir, we're still waiting on Wagner Services to send over the activation payment.

Speaker speaker\_2: Wagner hasn't sent it?

Speaker speaker\_0: No, sir. It shows that your enrollment itself is also still pending and hasn't been processed through our system yet.

Speaker speaker\_1: Oh, okay. Well, I will contact them.

Speaker speaker\_0: Understood. Was there anything else that I can assist you with aside from this?

Speaker speaker\_1: That's it.

Speaker speaker\_0: All right. It was a pleasure speaking with you today, sir. Thank you so much for calling Benefits in a Car.

Speaker speaker\_1: All right. Thank you, ma'am.