

Transcript: Francesca

Baez-6730977521090560-4943430386106368

Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?
Uh, yes, I was trying to log on to, so I could see my coverages. But, um, when I put my information in, they said they can't find me. What website are you on? Uh, the 90 Degree Benefits. Okay. Bear with me one moment. If you're in the 90 Degree Benefit, that will be the carrier's website. Do you want their phone number before I get you transferred over to them? Uh, yes, please. Okay. Let me know when you're ready. Uh, I'm ready. It will be 800- Uh-huh. ... 833- Uh-huh. ... 4296. 800-833... Um, that's the number- And we- ... I just called. It could very well be that you called into the wrong line then. Bear with me one moment. I'll get you transferred over. Okay . Mm, okay. Wait.

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, I was trying to log on to, so I could see my coverages. But, um, when I put my information in, they said they can't find me.

Speaker speaker_0: What website are you on?

Speaker speaker_1: Uh, the 90 Degree Benefits.

Speaker speaker_0: Okay. Bear with me one moment. If you're in the 90 Degree Benefit, that will be the carrier's website. Do you want their phone number before I get you transferred over to them?

Speaker speaker_1: Uh, yes, please.

Speaker speaker_0: Okay. Let me know when you're ready.

Speaker speaker_1: Uh, I'm ready.

Speaker speaker_0: It will be 800-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 833-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 4296.

Speaker speaker_1: 800-833... Um, that's the number-

Speaker speaker_0: And we-

Speaker speaker_1: ... I just called.

Speaker speaker_0: It could very well be that you called into the wrong line then. Bear with me one moment. I'll get you transferred over.

Speaker speaker_1: Okay .

Speaker speaker_0: Mm, okay. Wait.