

## **Transcript: Estefania**

**Acevedo-4600785731796992-6449395759005696**

### **Full Transcript**

Your call may be monitored- Hello. ... or recorded for quality assurance purposes. Good morning? Good morning. Good morning. I'm calling from Benefits CenterCard on behalf of American Staff Corps. Eh, I'm looking to speak with Russell or with, uh- This is Dave. ... Troy. Um, yesterday I spoke with Troy, and he told me if I could go ahead and get your policy number. Um, at the time, we didn't have access to it, but the main office did c- get in contact with me, and I do have access to both your dental and your VIP+ policy numbers. Um, are you ready for those? Actually, I'm at the store right now. Is there a way that you could text them to me or email them to me? I can email them to you. Um, is that email file a good email to send it to, the russandtroy@yahoo.com? It is. Okay. I'll go ahead and send those over. Um, did you have any questions for me before I let you go? No, I think as, I think a- as... best I know is when I call them as soon as I get this, they're looking for the member number and ID number or something like that. Okay. Yes, sir. And I think you're- So I'll go ahead and send you your policy number. Great, 'cause I have a, a 10 o'clock, 10:20 in the morning appointment with them, so. Okay. So I'll go ahead and send you your policy numbers, and then tomorrow I'm gonna be checking to see if they're available digitally, and if they are, I'll go ahead and, and send you those cards. I know your vision card is ready, but I'm still waiting on the dental and the VIP+, but I do have the policy numbers, which is most likely what they're asking for. Fantastic. Thank you. You're welcome. I hope you have a great day. Thank you for your time. You as well. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored-

Speaker speaker\_1: Hello.

Speaker speaker\_0: ... or recorded for quality assurance purposes.

Speaker speaker\_2: Good morning?

Speaker speaker\_1: Good morning.

Speaker speaker\_2: Good morning. I'm calling from Benefits CenterCard on behalf of American Staff Corps. Eh, I'm looking to speak with Russell or with, uh-

Speaker speaker\_1: This is Dave.

Speaker speaker\_2: ... Troy. Um, yesterday I spoke with Troy, and he told me if I could go ahead and get your policy number. Um, at the time, we didn't have access to it, but the main office did c- get in contact with me, and I do have access to both your dental and your VIP+ policy numbers. Um, are you ready for those?

Speaker speaker\_1: Actually, I'm at the store right now. Is there a way that you could text them to me or email them to me?

Speaker speaker\_2: I can email them to you. Um, is that email file a good email to send it to, the russandtroy@yahoo.com?

Speaker speaker\_1: It is.

Speaker speaker\_2: Okay. I'll go ahead and send those over. Um, did you have any questions for me before I let you go?

Speaker speaker\_1: No, I think as, I think a- as... best I know is when I call them as soon as I get this, they're looking for the member number and ID number or something like that.

Speaker speaker\_2: Okay. Yes, sir.

Speaker speaker\_1: And I think you're-

Speaker speaker\_2: So I'll go ahead and send you your policy number.

Speaker speaker\_1: Great, 'cause I have a, a 10 o'clock, 10:20 in the morning appointment with them, so.

Speaker speaker\_2: Okay. So I'll go ahead and send you your policy numbers, and then tomorrow I'm gonna be checking to see if they're available digitally, and if they are, I'll go ahead and, and send you those cards. I know your vision card is ready, but I'm still waiting on the dental and the VIP+, but I do have the policy numbers, which is most likely what they're asking for.

Speaker speaker\_1: Fantastic. Thank you.

Speaker speaker\_2: You're welcome. I hope you have a great day. Thank you for your time.

Speaker speaker\_1: You as well. Bye-bye.