

## **Transcript: Estefania**

**Acevedo-4673411313614848-6747941553094656**

### **Full Transcript**

Thank you for calling Benefits and No Cards. My name is Stephanie. How can I assist you? Uh, I just had a missed call from this number. Okay. Um, so we're the healthcare administrators for staffing agencies. It's probably regarding your benefits. Uh, what staffing agency do you work for? Uh, WorkSource. Okay. And then the last four of your social? That's 7271. Okay. Is it T-A-L-O-N, Talon? Y- yes, ma'am. Talon. Um, for security purposes, can you please verify the address that I have on file, as well as the date of birth? It's 830 West Denver in Greenwood, Arkansas. And September 1st, 2003. And then what was that ZIP code? Uh, 72936. Okay. And then, um, is it 720-592-726 as your phone number? Uh, yeah, 720-592-6726. Okay. Um, you said it was 830 West Denver Street? Yes, ma'am. Is it Greenwood, Arkansas? Yes. Yes, ma'am, it is. 72936? Uh, let me verify, um, 'cause it looks like they actually called you due to a returned mail. Um- Um, it is an apartment complex here. That's why. Oh, yeah. You don't have your apartment number in there. That's why they returned it. Um, what is the number of your apartment? 814. Yeah. Okay. Um, I'll let them know. It'll probably take seven to 10 business days for you to receive whatever they were trying to send out to you. Yeah, something that works. All right. Well, I think... Oh, thank you. I hope you have a great day. Yeah, thank you. You, too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and No Cards. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Uh, I just had a missed call from this number.

Speaker speaker\_0: Okay. Um, so we're the healthcare administrators for staffing agencies. It's probably regarding your benefits. Uh, what staffing agency do you work for?

Speaker speaker\_1: Uh, WorkSource.

Speaker speaker\_0: Okay. And then the last four of your social?

Speaker speaker\_1: That's 7271.

Speaker speaker\_0: Okay. Is it T-A-L-O-N, Talon?

Speaker speaker\_1: Y- yes, ma'am. Talon.

Speaker speaker\_0: Um, for security purposes, can you please verify the address that I have on file, as well as the date of birth?

Speaker speaker\_1: It's 830 West Denver in Greenwood, Arkansas. And September 1st, 2003.

Speaker speaker\_0: And then what was that ZIP code?

Speaker speaker\_1: Uh, 72936.

Speaker speaker\_0: Okay. And then, um, is it 720-592-726 as your phone number?

Speaker speaker\_1: Uh, yeah, 720-592-6726.

Speaker speaker\_0: Okay. Um, you said it was 830 West Denver Street?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Is it Greenwood, Arkansas?

Speaker speaker\_1: Yes. Yes, ma'am, it is.

Speaker speaker\_0: 72936? Uh, let me verify, um, 'cause it looks like they actually called you due to a returned mail. Um-

Speaker speaker\_1: Um, it is an apartment complex here. That's why.

Speaker speaker\_2: Oh, yeah. You don't have your apartment number in there. That's why they returned it. Um, what is the number of your apartment?

Speaker speaker\_1: 814.

Speaker speaker\_0: Yeah. Okay. Um, I'll let them know. It'll probably take seven to 10 business days for you to receive whatever they were trying to send out to you.

Speaker speaker\_1: Yeah, something that works.

Speaker speaker\_0: All right. Well, I think... Oh, thank you. I hope you have a great day.

Speaker speaker\_1: Yeah, thank you. You, too.