

## **Transcript: Estefania**

**Acevedo-4825506207940608-6688378009600000**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name's Stephanie. How can I assist you? Hi, Stephanie. I- I'm looking for the, someone that I could speak to in the HR department. Um, so that would be the main office. Um, nobody's really there right now. Is there something I can help you? I'm try- Oh, I'm trying to understand this insurance. I did call and speak to someone a little while ago named Victoria. Mm-hmm. But because I am out of state, I'm not in Ohio, um, I'm still having a hard time understanding because I don't have a physical card. Oh, yeah. So, um, I have to look in your file to see, um, your account. What staffing agency are you with? This is for my husband. He's with Time Staffing. Oh, okay. So your husband would have to get a... Would have to give, um, verbal permission that I can give you the money. He did. He did. She put it in the file. So, um, I, I do need to hear it from him. Well, he's at work right now. She put it in... That's why she put it in the file. Yeah. I understand that, but with every call that... Every time you call, every rep is gonna ask that, even if that info is in the file. It's just protocol. Oh, so they don't tell us that. Okay. Yes. All right. Well, I will call back tomorrow. What, um... What's the... Is this the number to call for HR questions? Yes. Okay. Um, yes. It's gonna be from 8:00 AM up until 8:00 PM Monday through Friday Eastern Time. So why is no one available now? It's just six. So, we don't direct... transfer calls directly to the main office. Usually, if you wanna request a call from them, we do have to put in a email and somebody reaches back out to you within like 24 hours. Oh. Okay. All right. I will call back tomorrow. Okay. Thank you. Have a nice day. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name's Stephanie. How can I assist you?

Speaker speaker\_1: Hi, Stephanie. I- I'm looking for the, someone that I could speak to in the HR department.

Speaker speaker\_0: Um, so that would be the main office. Um, nobody's really there right now. Is there something I can help you?

Speaker speaker\_1: I'm try- Oh, I'm trying to understand this insurance. I did call and speak to someone a little while ago named Victoria.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: But because I am out of state, I'm not in Ohio, um, I'm still having a hard time understanding because I don't have a physical card.

Speaker speaker\_0: Oh, yeah. So, um, I have to look in your file to see, um, your account. What staffing agency are you with?

Speaker speaker\_1: This is for my husband. He's with Time Staffing.

Speaker speaker\_0: Oh, okay. So your husband would have to get a... Would have to give, um, verbal permission that I can give you the money.

Speaker speaker\_1: He did. He did. She put it in the file.

Speaker speaker\_0: So, um, I, I do need to hear it from him.

Speaker speaker\_1: Well, he's at work right now. She put it in... That's why she put it in the file.

Speaker speaker\_0: Yeah. I understand that, but with every call that... Every time you call, every rep is gonna ask that, even if that info is in the file. It's just protocol.

Speaker speaker\_1: Oh, so they don't tell us that. Okay.

Speaker speaker\_0: Yes.

Speaker speaker\_1: All right. Well, I will call back tomorrow. What, um... What's the... Is this the number to call for HR questions?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, yes. It's gonna be from 8:00 AM up until 8:00 PM Monday through Friday Eastern Time.

Speaker speaker\_1: So why is no one available now? It's just six.

Speaker speaker\_0: So, we don't direct... transfer calls directly to the main office. Usually, if you wanna request a call from them, we do have to put in a email and somebody reaches back out to you within like 24 hours.

Speaker speaker\_1: Oh. Okay. All right. I will call back tomorrow.

Speaker speaker\_0: Okay. Thank you. Have a nice day.

Speaker speaker\_1: You too. Thank you.