

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hey, Stephanie. I was calling... I was trying to see if you can explain to me the, um, your, your benefits for the insurance. Yes, ma'am. Um, what staff and agency do you work for? Oh, honey, I don't know. I'm calling for my daughter. She tried to do it. Uh, they sent her BGST. So, so I would need permission from your daughter to talk to you 'cause I would have to get in her file. Um, and it's really just for security purposes. Okay. So she hasn't signed up for insurance yet. That's what we're trying to pick a plan she would get. Okay. Y- so we do administrate different agencies. I do need the last four of her Social. Um, but due to the fact that it's, like, having to do with Social Security Numbers- Do you need- ... I do need permission from your daughter to give you any information, um, because we do administrate different agencies. BGST is one of them. But to get in her file, I would need her, like, last four of the Social and I would need her permission as well. Oh, okay. All right, thank you. Due to the fact that the call is being recorded. Okay. All right, thanks. You're welcome.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hey, Stephanie. I was calling... I was trying to see if you can explain to me the, um, your, your benefits for the insurance.

Speaker speaker_1: Yes, ma'am. Um, what staff and agency do you work for?

Speaker speaker_2: Oh, honey, I don't know. I'm calling for my daughter. She tried to do it. Uh, they sent her BGST.

Speaker speaker_1: So, so I would need permission from your daughter to talk to you 'cause I would have to get in her file. Um, and it's really just for security purposes.

Speaker speaker_2: Okay. So she hasn't signed up for insurance yet. That's what we're trying to pick a plan she would get.

Speaker speaker_1: Okay. Y- so we do administrate different agencies. I do need the last four of her Social. Um, but due to the fact that it's, like, having to do with Social Security Numbers-

Speaker speaker_2: Do you need-

Speaker speaker_1: ... I do need permission from your daughter to give you any information, um, because we do administrate different agencies. BGST is one of them. But to get in her file, I would need her, like, last four of the Social and I would need her permission as well.

Speaker speaker_2: Oh, okay. All right, thank you.

Speaker speaker_1: Due to the fact that the call is being recorded.

Speaker speaker_2: Okay. All right, thanks.

Speaker speaker_1: You're welcome.