

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits 2020. My name is Stephanie. How can I assist you? Um, hello. I'm just calling to, um, I called on Thursday of last week and they told me to call today, because like apparently they couldn't find my profile. Um, because it says no benefits. I can see it's... Okay. Um, what staff and agency is it? Uh, for Estella. And then what are the last four of your Social? 2021. And your first and last name? Rosa Osorio. Okay. Thank you. What was that first and last name again? I'm sorry. First name Rosa, last name Osorio. Oh, okay. Um, so you're still not in our system. Oh, okay. Um, if you want, yeah, we'll just be calling throughout the week to see if we've received it already. All right. Gotcha. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 2020. My name is Stephanie. How can I assist you?

Speaker speaker_1: Um, hello. I'm just calling to, um, I called on Thursday of last week and they told me to call today, because like apparently they couldn't find my profile. Um, because it says no benefits.

Speaker speaker_0: I can see it's... Okay. Um, what staff and agency is it?

Speaker speaker_1: Uh, for Estella.

Speaker speaker_0: And then what are the last four of your Social?

Speaker speaker_1: 2021.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Rosa Osorio.

Speaker speaker_0: Okay. Thank you. What was that first and last name again? I'm sorry.

Speaker speaker_1: First name Rosa, last name Osorio.

Speaker speaker_0: Oh, okay. Um, so you're still not in our system.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Um, if you want, yeah, we'll just be calling throughout the week to see if we've received it already.

Speaker speaker_1: All right. Gotcha. Thank you.