

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, this is Crown, correct? No, sir, this is Benefits in a Card. We're the healthcare administrators for, for Crown, but we're not Crown staffing. Oh, okay. Never mind then. I'm trying to get a hold of Crown to try and get my credit card or my card set up- Oh, yeah. That- ... so they can send my money to my bank. Gotcha. Yeah, you definitely would have to speak to them. We just take care of their healthcare, healthcare benefits that they offer to their employees. So if you want help- Yeah. ... you'd call this number, but we don't do nothing else. I got a text from them about it, and that's why I got this number. Oh, gotcha. They sent it to me. Okay. So, all right. Thank you. You're welcome. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Yes, this is Crown, correct?

Speaker speaker_0: No, sir, this is Benefits in a Card. We're the healthcare administrators for, for Crown, but we're not Crown staffing.

Speaker speaker_1: Oh, okay. Never mind then. I'm trying to get a hold of Crown to try and get my credit card or my card set up-

Speaker speaker_0: Oh, yeah. That-

Speaker speaker_1: ... so they can send my money to my bank.

Speaker speaker_0: Gotcha. Yeah, you definitely would have to speak to them. We just take care of their healthcare, healthcare benefits that they offer to their employees. So if you want help-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... you'd call this number, but we don't do nothing else.

Speaker speaker_1: I got a text from them about it, and that's why I got this number.

Speaker speaker_0: Oh, gotcha.

Speaker speaker_1: They sent it to me.

Speaker speaker_0: Okay.

Speaker speaker_1: So, all right. Thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Bye.

Speaker speaker_0: Bye.