

## **Transcript: Estefania**

**Acevedo-5111842544336896-4910415893020672**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 200 Card. My name is Stephanie. How can I assist you? Hi, I'm calling because I got a text message, um, or I'm trying to enroll in benefits. Okay. Um, what staff and agency do you work for? Um, BGSF. That's my- Okay. And then what are the last four of your social? 4177. And your first and last name, please? Atiera Oguen. For security purposes, could you please verify your full address as well as your date of birth? 905 Hickok Drive, uh, Queen, Texas 76542 and then 052703. Okay. And then... I'm sorry. You kind of broke up there for a second. What was that date of birth again? Um, 052703. Okay, thank you. Is your phone number still 843-303-3544? Yes. Okay, and then I have your first name, last name, @gmail.com. Is that up to date? Yes. Okay, thank you. All right, give me one second. Give me one second, okay? Yeah. Yeah, no worries. Okay. Thank you for your hold. So since you have two different hire dates, I do have to send a eligibility review to the main office. Um, if you aren't eligible, most likely today would be the last day to enroll. So I'mma send that email and as soon as I know, I'mma give you a call back, okay? Okay. Thank you. You're welcome. And then is that a good phone number to reach you at? Uh, yes. All right, thank you. So as soon as I know, I'll give you a call back, and then if you are eligible, we'll go ahead and start your enrollment. Um, w- while I do that, d- do you want me to go ahead and send you that benefit guide? It has all the plans. Um, sure. Just in case you are eligible and then you'll kinda have an idea of what the plans are. Okay. That works. Thank you. All right, let me go ahead and send that real quick. And then I don't think it should take long, so I'll, I'll stress it t- uh, today w- would be your last day, so I'm pretty sure they'll answer pretty quick. Gotcha. Gotcha. All right. I went ahead and emailed that to you. Do you mind verifying that, um, that you received it, please? Yeah. One second. Yes, I got it. All right. So that's the guide. All right. So that's the guide- That tells you all the plans that they offer and their prices. So I'mma go ahead and send that email right now, and then as soon as I know, I'll give you a call back, okay? Okay. Thank you. You're welcome. Have a nice day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 200 Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi, I'm calling because I got a text message, um, or I'm trying to enroll in benefits.

Speaker speaker\_0: Okay. Um, what staff and agency do you work for?

Speaker speaker\_1: Um, BGSF.

Speaker speaker\_2: That's my-

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

Speaker speaker\_1: 4177.

Speaker speaker\_0: And your first and last name, please?

Speaker speaker\_1: Atiera Oguen.

Speaker speaker\_0: For security purposes, could you please verify your full address as well as your date of birth?

Speaker speaker\_1: 905 Hickok Drive, uh, Queen, Texas 76542 and then 052703.

Speaker speaker\_0: Okay. And then... I'm sorry. You kind of broke up there for a second. What was that date of birth again?

Speaker speaker\_1: Um, 052703.

Speaker speaker\_0: Okay, thank you. Is your phone number still 843-303-3544?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, and then I have your first name, last name, @gmail.com. Is that up to date?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, thank you. All right, give me one second. Give me one second, okay?

Speaker speaker\_1: Yeah. Yeah, no worries.

Speaker speaker\_0: Okay. Thank you for your hold. So since you have two different hire dates, I do have to send a eligibility review to the main office. Um, if you aren't eligible, most likely today would be the last day to enroll. So I'mma send that email and as soon as I know, I'mma give you a call back, okay?

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome. And then is that a good phone number to reach you at?

Speaker speaker\_1: Uh, yes.

Speaker speaker\_0: All right, thank you. So as soon as I know, I'll give you a call back, and then if you are eligible, we'll go ahead and start your enrollment. Um, w- while I do that, d- do you want me to go ahead and send you that benefit guide? It has all the plans.

Speaker speaker\_1: Um, sure.

Speaker speaker\_0: Just in case you are eligible and then you'll kinda have an idea of what the plans are.

Speaker speaker\_1: Okay. That works.

Speaker speaker\_0: Thank you. All right, let me go ahead and send that real quick. And then I don't think it should take long, so I'll, I'll stress it t- uh, today w- would be your last day, so I'm pretty sure they'll answer pretty quick.

Speaker speaker\_1: Gotcha. Gotcha.

Speaker speaker\_0: All right. I went ahead and emailed that to you. Do you mind verifying that, um, that you received it, please?

Speaker speaker\_1: Yeah. One second. Yes, I got it.

Speaker speaker\_0: All right. So that's the guide.

Speaker speaker\_1: All right. So that's the guide-

Speaker speaker\_0: That tells you all the plans that they offer and their prices. So I'mma go ahead and send that email right now, and then as soon as I know, I'll give you a call back, okay?

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: You too. Bye-bye.