

## **Transcript: Estefania**

**Acevedo-5329461316337664-4740483164848128**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Shannon Stone and I'm trying to make a payment, um, through the portal. There's a link for that. Um, but the webpage that it leads to doesn't let you select the, the period, uh, for the payment. So- Like how- ... I can do it for you 'cause there's... I won't be able to get in that website, but I can take the payment for you over the phone. That's the problem. I'm not comfortable making this payment over the phone, and I'm really frustrated that your website is not functional. Okay. Um, let me see if there's a different way, but, um, I don't think there is. But let me double check. Give me one second. Can I get in your file first? Uh, what staffing agency are you working with and what are the last four of your Social? I'm working with Oxford Global and my... The last four are 0026. And then for security purposes, can you verify your address and date of birth? It's August 30th, 1971, 5903 West Arrowhead Road, Duluth, Minnesota, 55810. Then 218-355-0535 is your phone number? Yes. And then I have S-M-C-A-T-E-L-L-I-E-R@gmail.com. That's correct. And then were you trying to pay this week? Um, the c- I need to pay for the coverage for the 21st through the 27th. Okay. So for this week. Okay, give me one second. Let me see if there's anything we can do. Um, I'm gonna put you in a brief hold real quick. Thank you. Okay. Thank you for your hold, ma'am. Um, so unfortunately, there's no way that we can help you regarding the website, so I would have to take the payment. Um... All right. I will call and make another complaint to Oxford about this. It's, um- Okay. ... absolutely ridiculous in this day and age that you don't have a functional website. Okay. I'm sorry. Yeah. That's all right. Thanks for your time.

### **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: Hi, Stephanie. My name is Shannon Stone and I'm trying to make a payment, um, through the portal. There's a link for that. Um, but the webpage that it leads to doesn't let you select the, the period, uh, for the payment.

Speaker speaker\_0: So-

Speaker speaker\_1: Like how-

Speaker speaker\_0: ... I can do it for you 'cause there's... I won't be able to get in that website, but I can take the payment for you over the phone.

Speaker speaker\_1: That's the problem. I'm not comfortable making this payment over the phone, and I'm really frustrated that your website is not functional.

Speaker speaker\_0: Okay. Um, let me see if there's a different way, but, um, I don't think there is. But let me double check. Give me one second. Can I get in your file first? Uh, what staffing agency are you working with and what are the last four of your Social?

Speaker speaker\_1: I'm working with Oxford Global and my... The last four are 0026.

Speaker speaker\_0: And then for security purposes, can you verify your address and date of birth?

Speaker speaker\_1: It's August 30th, 1971, 5903 West Arrowhead Road, Duluth, Minnesota, 55810.

Speaker speaker\_0: Then 218-355-0535 is your phone number?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then I have S-M-C-A-T-E-L-L-I-E-R@gmail.com.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: And then were you trying to pay this week?

Speaker speaker\_1: Um, the c- I need to pay for the coverage for the 21st through the 27th.

Speaker speaker\_0: Okay. So for this week. Okay, give me one second. Let me see if there's anything we can do. Um, I'm gonna put you in a brief hold real quick.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Okay. Thank you for your hold, ma'am. Um, so unfortunately, there's no way that we can help you regarding the website, so I would have to take the payment. Um...

Speaker speaker\_1: All right. I will call and make another complaint to Oxford about this. It's, um-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... absolutely ridiculous in this day and age that you don't have a functional website.

Speaker speaker\_0: Okay. I'm sorry.

Speaker speaker\_1: Yeah. That's all right. Thanks for your time.