

Transcript: Estefania

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Full Transcript

... your check hasn't come through. ... card. My name is Stephanie. How can I assist you? Uh, yeah, this is a Jarvis Hawkins and I was wondering if, was my medical card sent to me? Um, what staffing agency do you work for? Uh, Crown. And what are the last four of your social? 0610. Say your first and last name, please. Jarvis Hawkins. For security purposes, could you verify your address and date of birth? Yes. Uh, 11006 at 1425 Wilshire Circle. City and state? Hopkinsville, Kentucky. And what's the zip code? 42240. 270-890-3761 is your phone number? Yes, ma'am. Okay, let me check. You haven't received it yet? Uh, no, ma'am. Okay, so if you want, I can send it to your email. Um, you should've gotten it by now. The address is correct. So I'll put in a request and I'll send it to you via email. Can I put you on a brief hold while I do that? Yes, you can. What about the ... Probably like, 12. You really shouldn't have told him. Don't hang it up. Did you say something? What are y'all doing? What are y'all doing? What are y'all doing? What are y'all doing? What are y'all doing? What are y'all doing? What are y'all doing? I went ahead and emailed that card to your email address. Am I verifying that you received it? What, what'd you say? My bad. Um, I went ahead and emailed that card to you. Do you mind if, if you verify to see if you received it? You know how to get to your Gmail profile? Hold on. One second. Yeah, one second. Yeah, that's it. Yeah, I received it. Hold on. Okay, good. And then I went ahead and also, um, requested the physical one, so you should be getting that within seven to 10 business days, not including weekends. Okay. Okay. Did you have any other questions? Um, any other questions? No, he's got it. No. No, thank you. You're welcome. Have a nice day. All right, you too.

Conversation Format

Speaker speaker_0: ... your check hasn't come through.

Speaker speaker_1: ... card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Uh, yeah, this is a Jarvis Hawkins and I was wondering if, was my medical card sent to me?

Speaker speaker_1: Um, what staffing agency do you work for?

Speaker speaker_2: Uh, Crown.

Speaker speaker_1: And what are the last four of your social?

Speaker speaker_2: 0610.

Speaker speaker_1: Say your first and last name, please.

Speaker speaker_2: Jarvis Hawkins.

Speaker speaker_1: For security purposes, could you verify your address and date of birth?

Speaker speaker_2: Yes. Uh, 11006 at 1425 Wilshire Circle.

Speaker speaker_1: City and state?

Speaker speaker_2: Hopkinsville, Kentucky.

Speaker speaker_1: And what's the zip code?

Speaker speaker_2: 42240.

Speaker speaker_1: 270-890-3761 is your phone number?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, let me check. You haven't received it yet?

Speaker speaker_2: Uh, no, ma'am.

Speaker speaker_1: Okay, so if you want, I can send it to your email. Um, you should've gotten it by now. The address is correct. So I'll put in a request and I'll send it to you via email. Can I put you on a brief hold while I do that?

Speaker speaker_2: Yes, you can.

Speaker speaker_3: What about the ... Probably like, 12.

Speaker speaker_4: You really shouldn't have told him. Don't hang it up. Did you say something?

Speaker speaker_2: What are y'all doing? What are y'all doing? What are y'all doing? What are y'all doing? What are y'all doing? What are y'all doing? What are y'all doing? What are y'all doing? What are y'all doing?

Speaker speaker_1: I went ahead and emailed that card to your email address. Am I verifying that you received it?

Speaker speaker_2: What, what'd you say? My bad.

Speaker speaker_1: Um, I went ahead and emailed that card to you. Do you mind if, if you verify to see if you received it?

Speaker speaker_0: You know how to get to your Gmail profile?

Speaker speaker_2: Hold on. One second. Yeah, one second. Yeah, that's it. Yeah, I received it.

Speaker speaker_0: Hold on.

Speaker speaker_1: Okay, good. And then I went ahead and also, um, requested the physical one, so you should be getting that within seven to 10 business days, not including weekends.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Did you have any other questions?

Speaker speaker_2: Um, any other questions?

Speaker speaker_0: No, he's got it.

Speaker speaker_2: No. No, thank you.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: All right, you too.