

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist thee? Hello? Hey. How can I help you? So my name is Dudley Berthelin. I'm call you about the, uh, card assurance. Hello? I'm sorry, um, you're calling regarding what? I'm call... I'm just called, uh, about assurance, assurance card because I'm working... I'm working in the CH, you know? Okay. Hello? Yes. Uh, ev- ev- every- every paycheck, they- they asking us get \$50 in my check, so... The CH, they, they, they CH give me this number and they call, so they send me the- the- the card assurance. Okay. Okay. Um, so you wanna decline coverage? 'Cause we're the healthcare administrators for staffing agencies. Is that what you wanted to do? Oh, O- okay, s- okay. So my, my English is not good so I'm- I'm call you later, okay? Okay. I'm call you back. Thank you. Yeah. You're welcome.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist thee?

Speaker speaker_1: Hello?

Speaker speaker_0: Hey. How can I help you?

Speaker speaker_1: So my name is Dudley Berthelin. I'm call you about the, uh, card assurance. Hello?

Speaker speaker_0: I'm sorry, um, you're calling regarding what?

Speaker speaker_1: I'm call... I'm just called, uh, about assurance, assurance card because I'm working... I'm working in the CH, you know?

Speaker speaker_0: Okay.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes.

Speaker speaker_1: Uh, ev- ev- every- every paycheck, they- they asking us get \$50 in my check, so... The CH, they, they, they CH give me this number and they call, so they send me the- the- the card assurance.

Speaker speaker_0: Okay. Okay. Um, so you wanna decline coverage? 'Cause we're the healthcare administrators for staffing agencies. Is that what you wanted to do?

Speaker speaker_1: Oh, O- okay, s- okay. So my, my English is not good so I'm- I'm call you later, okay?

Speaker speaker_0: Okay.

Speaker speaker_1: I'm call you back. Thank you.

Speaker speaker_0: Yeah. You're welcome.