

Transcript: Estefania

Acevedo-5634002619252736-5232830896979968

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, ma'am. I need some cards issued back out. I had misplaced 'em and I just wondered if y'all could send me some more. Okay. Um, how long has it been since they sent you those cards? About, some... About a month ago, but I never did receive 'em. Okay. Um, what staffing agency do you work for? Uh, H-G Staffing, H... In, in Minton. Is that the staffing agency that you applied with? Yes. Okay, 'cause you said H-P Staffing. No, H and G. Like, H in Henry and G is Green. In girl? Okay. Yeah. Okay, so with that name, we don't have a staffing agency. Sometimes they do go by a different name, so I'm wondering if it has a secondary name. Oh, I don't know. B- Because with H-G, we don't have a staffing agency with that name. Let me, let, let me double check though, but I believe we don't. Give me one second. H-G... Okay, never mind. We do. Okay. And then what are the last four of your Social? 3755. Okay. And then your first and last name, please? Amanda Hawkins. You said 3755? 2755. Okay. Gotcha. For security purposes, I do need you to verify your address and your date of birth. Okay. Address is 647 Carhill Road, Glasgow, Kentucky 42141. And then, um- And then what date of birth? ... date was 8-11-73. Thank you. Is 270-590-1468 your phone number? Yes. And then I have your first name, last name, the number 19@glasgow/kymont.com. Mm-hmm. Okay? And then you need your dental and then your NEC TeleRF card, correct? Right. Mm-hmm. Okay, give me one second. I'm gonna put you in a brief hold. Um, I can go ahead and email them to you, and then I'll go ahead and- Okay. ... put that request in as well. Um, do you mind- Okay. Right. ... holding for a bit while I do that? Okay. All right. I'll be right back. I ain't been, been home. I missed the best part when this world... Like, I was in a hurry. It's over here. With the car laughing at me. I haven't felt good last few days neither. Head to ears. Yeah, I had it all. Somebody said something about no. That loopy, like, lopsided. Actually more like 10 because I think I'm drunk. Just tingly and knocked. What time is it in there? I can't go back. Oh, but I...

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yes, ma'am. I need some cards issued back out. I had misplaced 'em and I just wondered if y'all could send me some more.

Speaker speaker_1: Okay. Um, how long has it been since they sent you those cards?

Speaker speaker_2: About, some... About a month ago, but I never did receive 'em.

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

Speaker speaker_2: Uh, H-G Staffing, H... In, in Minton.

Speaker speaker_1: Is that the staffing agency that you applied with?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, 'cause you said H-P Staffing.

Speaker speaker_2: No, H and G. Like, H in Henry and G is Green.

Speaker speaker_1: In girl? Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, so with that name, we don't have a staffing agency. Sometimes they do go by a different name, so I'm wondering if it has a secondary name.

Speaker speaker_2: Oh, I don't know.

Speaker speaker_1: B- Because with H-G, we don't have a staffing agency with that name. Let me, let, let me double check though, but I believe we don't. Give me one second. H-G... Okay, never mind. We do.

Speaker speaker_2: Okay.

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

Speaker speaker_2: 3755.

Speaker speaker_1: Okay. And then your first and last name, please?

Speaker speaker_2: Amanda Hawkins.

Speaker speaker_1: You said 3755?

Speaker speaker_2: 2755.

Speaker speaker_1: Okay. Gotcha. For security purposes, I do need you to verify your address and your date of birth.

Speaker speaker_2: Okay. Address is 647 Carhill Road, Glasgow, Kentucky 42141. And then, um-

Speaker speaker_1: And then what date of birth?

Speaker speaker_2: ... date was 8-11-73.

Speaker speaker_1: Thank you. Is 270-590-1468 your phone number?

Speaker speaker_2: Yes.

Speaker speaker_1: And then I have your first name, last name, the number 19@glasgow/kymont.com.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay? And then you need your dental and then your NEC TeleRF card, correct?

Speaker speaker_2: Right. Mm-hmm.

Speaker speaker_1: Okay, give me one second. I'm gonna put you in a brief hold. Um, I can go ahead and email them to you, and then I'll go ahead and-

Speaker speaker_2: Okay.

Speaker speaker_1: ... put that request in as well. Um, do you mind-

Speaker speaker_2: Okay. Right.

Speaker speaker_1: ... holding for a bit while I do that?

Speaker speaker_2: Okay.

Speaker speaker_1: All right. I'll be right back.

Speaker speaker_2: I ain't been, been home. I missed the best part when this world... Like, I was in a hurry. It's over here. With the car laughing at me. I haven't felt good last few days neither. Head to ears. Yeah, I had it all. Somebody said something about no. That loopy, like, lopsided. Actually more like 10 because I think I'm drunk. Just tingly and knocked. What time is it in there? I can't go back. Oh, but I...