

## Transcript: Estefania

**Acevedo-6389656546754560-6696621147734016**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? I, uh, um, I, I was just, uh, calling to see, oh, can I, uh, cancel the benefits? The council? Okay. Yeah, what staffing agency are you with? Oh, VLA. Is that the staffing agency that you applied with? Yes, ma'am. The, uh, VLA Solution. Mm-hmm. Yeah, there was some things I wanted to homework. So I don't have a staffing agency with that name. Um, are you sure it doesn't go by a different name? 'Cause sometimes they have a, a different name. Well, could you please- Is this the staffing agency that you applied with? Yes, ma'am, like Tilford Park or... When, you, you talking about the job I'm at? Or you're talking, hey, I know how to apply. No. But- The staffing agency. Then how would you- Like, who hires you? Yes, ma'am, VLA. Oh, VLA. So I don't have any- So let me look. Hold on. Let me... Let me look right quick. Hold on. Hmm. Uh. Yeah, 'cause I don't have nobody with VLA. So it's probably a different name. You know, sounds good, but... Uh... Well, alls I see, uh, there, VLA Solution, uh, Legal. Yeah. So I do need the name of the staffing agency. Oh, oh, hold on. One second. There you go. Hey. Well, I'll, I will call them back. I'll call back later. I got... I, I need to... I'm trying to see the name of this thing. Okay, that's fine. Yes, ma'am. I'll call back later. Okay. We're open from 8:00 AM up until 8:00 PM Eastern Time. Okay. Thank you.

### 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: I, uh, um, I, I was just, uh, calling to see, oh, can I, uh, cancel the benefits? The council?

Speaker speaker\_0: Okay. Yeah, what staffing agency are you with?

Speaker speaker\_1: Oh, VLA.

Speaker speaker\_0: Is that the staffing agency that you applied with?

Speaker speaker\_1: Yes, ma'am. The, uh, VLA Solution.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Yeah, there was some things I wanted to homework.

Speaker speaker\_0: So I don't have a staffing agency with that name. Um, are you sure it doesn't go by a different name? 'Cause sometimes they have a, a different name.

Speaker speaker\_1: Well, could you please-

Speaker speaker\_0: Is this the staffing agency that you applied with?

Speaker speaker\_1: Yes, ma'am, like Tilford Park or... When, you, you talking about the job I'm at? Or you're talking, hey, I know how to apply.

Speaker speaker\_0: No.

Speaker speaker\_1: But-

Speaker speaker\_0: The staffing agency.

Speaker speaker\_1: Then how would you-

Speaker speaker\_0: Like, who hires you?

Speaker speaker\_1: Yes, ma'am, VLA. Oh, VLA.

Speaker speaker\_0: So I don't have any-

Speaker speaker\_1: So let me look. Hold on. Let me... Let me look right quick. Hold on.

Speaker speaker\_0: Hmm.

Speaker speaker\_1: Uh.

Speaker speaker\_0: Yeah, 'cause I don't have nobody with VLA. So it's probably a different name.

Speaker speaker\_1: You know, sounds good, but... Uh... Well, alls I see, uh, there, VLA Solution, uh, Legal.

Speaker speaker\_0: Yeah. So I do need the name of the staffing agency.

Speaker speaker\_1: Oh, oh, hold on. One second. There you go. Hey. Well, I'll, I will call them back. I'll call back later. I got... I, I need to... I'm trying to see the name of this thing.

Speaker speaker\_0: Okay, that's fine.

Speaker speaker\_1: Yes, ma'am. I'll call back later.

Speaker speaker\_0: Okay. We're open from 8:00 AM up until 8:00 PM Eastern Time.

Speaker speaker\_1: Okay. Thank you.