

## **Transcript: Estefania**

**Acevedo-6600384356990976-6590026204495872**

### **Full Transcript**

Thank you for calling Benefits in a Card, my name is Stephanie. How can I assist you? Thank you for calling Benefits in a Card, my name is Stephanie. How can I assist you? Hello? Thank you for calling Benefits in a Card, my name is Stephanie. How can I assist you? Well, um, uh, hey, how you doing? My name is, um, Elijah. I just missed your call. That's why I'ma call you back. Okay, um, okay so we're the healthcare administrators for staffing agencies. If we called you, it has probably to do with your healthcare benefits. What staffing agency are you with? Can you repeat that again? What staffing agency are you working with? I'm not working for nobody yet. I just want to take a photo job. Have you applied... Have you applied with a staffing agency? Not yet. Okay, so like I said- Not yet. ... we're the healthcare administrators for staffing agencies, so if you've received the call, most likely it has to be regarding your healthcare benefits through them. Did you listen to your voice message that we left you? Not yet. Okay, 'cause it probably has to do with an enrollment form that you filled out. So, what staffing agency have you applied with? Hello? Hello? Yeah. What staffing agency have you applied with? Not yet. I'm getting, I'm not, I'm not... With no agency yet. No, ma'am. Okay. I don't take my application with no agency. Okay, because I believe you're the member that I last called, but I do need you to give me that information to open your file. Could you please listen to the voicemail that we left you? Hold on. Let me check the voicemail. I'ma call you right back. Thank you. Okay.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card, my name is Stephanie. How can I assist you? Thank you for calling Benefits in a Card, my name is Stephanie. How can I assist you?

Speaker speaker\_1: Hello?

Speaker speaker\_0: Thank you for calling Benefits in a Card, my name is Stephanie. How can I assist you?

Speaker speaker\_1: Well, um, uh, hey, how you doing? My name is, um, Elijah. I just missed your call. That's why I'ma call you back.

Speaker speaker\_0: Okay, um, okay so we're the healthcare administrators for staffing agencies. If we called you, it has probably to do with your healthcare benefits. What staffing agency are you with?

Speaker speaker\_1: Can you repeat that again?

Speaker speaker\_0: What staffing agency are you working with?

Speaker speaker\_1: I'm not working for nobody yet. I just want to take a photo job.

Speaker speaker\_0: Have you applied... Have you applied with a staffing agency?

Speaker speaker\_1: Not yet.

Speaker speaker\_0: Okay, so like I said-

Speaker speaker\_1: Not yet.

Speaker speaker\_0: ... we're the healthcare administrators for staffing agencies, so if you've received the call, most likely it has to be regarding your healthcare benefits through them. Did you listen to your voice message that we left you?

Speaker speaker\_1: Not yet.

Speaker speaker\_0: Okay, 'cause it probably has to do with an enrollment form that you filled out. So, what staffing agency have you applied with? Hello?

Speaker speaker\_1: Hello?

Speaker speaker\_0: Yeah. What staffing agency have you applied with?

Speaker speaker\_1: Not yet. I'm getting, I'm not, I'm not... With no agency yet. No, ma'am.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I don't take my application with no agency.

Speaker speaker\_0: Okay, because I believe you're the member that I last called, but I do need you to give me that information to open your file. Could you please listen to the voicemail that we left you?

Speaker speaker\_1: Hold on. Let me check the voicemail. I'ma call you right back.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Okay.