

## **Transcript: Francesca**

**Baez-4620788029636608-4682100969488384**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yes, hello, I'm just calling to see how I access my card to be able to use it. Okay, so the cards will be sent over to you. Once you have them, will be when you're able to make portals. Let me take a look and see if there's digital copies I can send to your email. What staffing company do you work with? I work with Superior Skilled Trades. And what are the last four of the social? 5997. And the last name? Blair. Please verify your mailing address and date of birth. 415 Garland Drive, Apartment 351, Lane Jackson, Texas 77566, 02092-0000. We have the best contact down as phone number, 979-215-0562. That's right. Can I have your email down as first and last name number five @gmail.com? That's right. All right, let me place in a quick hold to see if those digital copies of the cards are available. I'll be right back. Thank you so much for holding. I sent you two PDF files which will be that medical, I mean that dental and vision benefit cards that I sent over to your email. Okay, perfect. Was there anything else we can assist you with today aside from those benefit cards? Uh, what's it, what's the email going to be under? Just so I know what to look for. Yes, sir. It will be under info@benefitsinacard.com. Awesome, thank you. My pleasure have a great day and thank you for your time today. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Yes, hello, I'm just calling to see how I access my card to be able to use it.

Speaker speaker\_0: Okay, so the cards will be sent over to you. Once you have them, will be when you're able to make portals. Let me take a look and see if there's digital copies I can send to your email. What staffing company do you work with?

Speaker speaker\_1: I work with Superior Skilled Trades.

Speaker speaker\_0: And what are the last four of the social?

Speaker speaker\_1: 5997.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Blair.

Speaker speaker\_0: Please verify your mailing address and date of birth.

Speaker speaker\_1: 415 Garland Drive, Apartment 351, Lane Jackson, Texas 77566, 02092-0000.

Speaker speaker\_0: We have the best contact down as phone number, 979-215-0562.

Speaker speaker\_1: That's right.

Speaker speaker\_0: Can I have your email down as first and last name number five @gmail.com?

Speaker speaker\_1: That's right.

Speaker speaker\_0: All right, let me place in a quick hold to see if those digital copies of the cards are available. I'll be right back. Thank you so much for holding. I sent you two PDF files which will be that medical, I mean that dental and vision benefit cards that I sent over to your email.

Speaker speaker\_1: Okay, perfect.

Speaker speaker\_0: Was there anything else we can assist you with today aside from those benefit cards?

Speaker speaker\_1: Uh, what's it, what's the email going to be under? Just so I know what to look for.

Speaker speaker\_0: Yes, sir. It will be under info@benefitsinacard.com.

Speaker speaker\_1: Awesome, thank you.

Speaker speaker\_0: My pleasure have a great day and thank you for your time today.

Speaker speaker\_1: Thank you.