

## **Transcript: Francesca**

**Baez-4718726690422784-5876352279166976**

### **Full Transcript**

Thank you for calling Beneficial North Carolina. My name is Francesca. How can I assist you today? I, I just got a text. Yes, ma'am, and how can we assist you in regards to that? Yeah, what do I have to do? Okay. Can you please read the text message to me? I don't ha- have access to it. Oh, it just says, "Congrats on your job." So, ma'am, we did not send you the text message. I also do not have access to your telephone. In order for me to assist you, if you will be so kind to please read the full message so that I can know which one was sent to you. It said, "Congrats on your job at ... Call this number." Am I fucking? Huh? Yeah, can I have yours? Okay. I apologize if I irritated you, ma'am. There was no need for profanity. I was just trying to figure out- I didn't say nothing. I did not cuss. Why did you think I cussed? I didn't even cuss. Okay. Are we coming in - So let's- ... to him? I did, ma'am. Is there any other information in that text message such as anything in regards to either adult enrollment, lapsing...

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Beneficial North Carolina. My name is Francesca. How can I assist you today?

Speaker speaker\_1: I, I just got a text.

Speaker speaker\_0: Yes, ma'am, and how can we assist you in regards to that?

Speaker speaker\_1: Yeah, what do I have to do?

Speaker speaker\_0: Okay. Can you please read the text message to me? I don't ha- have access to it.

Speaker speaker\_1: Oh, it just says, "Congrats on your job."

Speaker speaker\_0: So, ma'am, we did not send you the text message. I also do not have access to your telephone. In order for me to assist you, if you will be so kind to please read the full message so that I can know which one was sent to you.

Speaker speaker\_1: It said, "Congrats on your job at ... Call this number." Am I fucking? Huh?

Speaker speaker\_2: Yeah, can I have yours?

Speaker speaker\_0: Okay. I apologize if I irritated you, ma'am. There was no need for profanity. I was just trying to figure out-

Speaker speaker\_1: I didn't say nothing. I did not cuss. Why did you think I cussed? I didn't even cuss.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Are we coming in -

Speaker speaker\_0: So let's-

Speaker speaker\_1: ... to him?

Speaker speaker\_0: I did, ma'am. Is there any other information in that text message such as anything in regards to either adult enrollment, lapsing...