

## **Transcript: Francesca**

**Baez-4787772495183872-5819605169160192**

### **Full Transcript**

Your call may be monitored for quality assurance purposes. Yes. I'm looking to speak with Miss Thelma Hernandez. Say. , Francesca, with Benefits in a Car. We're calling on behalf of Surge Staffing. We're calling because your benefit card for the preventive medical plan you have with them was returned to an incomplete address. Could you verify your address for us to resend your benefits card, please? 2711 RD. Is there any identification number apart from that? No. 2711 RD only. That's in Louisville, Kentucky. In Louisville, Kentucky. 4216. Okay, I don't know why they didn't accept it. It says that... The information wasn't complete, but we'll try to re-send it then. Okay, thank you very much for taking my call. We will resend the medical card then. Thank you. Thank you. Have a very nice day.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored for quality assurance purposes.

Speaker speaker\_1: Yes.

Speaker speaker\_2: I'm looking to speak with Miss Thelma Hernandez.

Speaker speaker\_1: Say.

Speaker speaker\_3: , Francesca, with Benefits in a Car. We're calling on behalf of Surge Staffing. We're calling because your benefit card for the preventive medical plan you have with them was returned to an incomplete address. Could you verify your address for us to resend your benefits card, please?

Speaker speaker\_1: 2711 RD.

Speaker speaker\_2: Is there any identification number apart from that?

Speaker speaker\_1: No. 2711 RD only.

Speaker speaker\_2: That's in Louisville, Kentucky.

Speaker speaker\_1: In Louisville, Kentucky. 4216.

Speaker speaker\_2: Okay, I don't know why they didn't accept it. It says that... The information wasn't complete, but we'll try to re-send it then. Okay, thank you very much for taking my call. We will resend the medical card then.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Thank you. Have a very nice day.