

## Transcript: Franchesca

**Baez-4791434807263232-4984948853751808**

### Full Transcript

Thank you for calling Benefit A New Car. My name is Fran .... how can I assist you today? Uh, yes, ma'am. This is Sean Hinton. I was calling to find out how to, uh, get my info for a doctor's appointment. So you're calling to get the cov-, uh, coverage information. Which staff and company are you with? I'm through Surge. What is the last four of your social? 0570. Please verify your mailing address and date of birth. Uh, the mailing address or email? The mailing address, sir. I'm sorry, uh, 23 Herschels Way, Jasper, Alabama, 35504. And the date of birth is 04/29/1997. We have the best phone number to reach you down as 597-9521. Yes, ma'am. And we show your email down as lastnamemark670@gmail.com? No, ma'am. I no longer have, uh, access to that account. Okay. Which email would you like us to have on file? Uh, I'll let my old lady... I'll let my wife tell you the email, 'cause I don't know it off the top of my head. It is H- That's me. ... P-C-E-L-L-E0-1@gmail.com. And you said that was H-P-C-E-L-L-E-0-1@gmail.com? Yes, ma'am. B as in boy. All right, bear with me one moment while I place you guys on hold and download those benefit cards. Ow. Sorry. It's all good. Thank you so much for holding. So I have sent a total of three PDF files to the email on file, which will be for the medical, vision and dental. I've got the vision and dental. I've got cards for those. I just never received a card for the, uh, health. Yes, sir. So that will be because that specific carrier doesn't do a digital, I mean a physical card sent to the mailbox unless it's requested. They only send a digital copy to the email, which sometimes, eight out of 10 depending on how you have it set up, could get lost in your junk or spam mail. All right. Thank you. Sure thing. And then I didn't check- Uh- ... the email that was provided. Hold on one second. ... out. Yes, sir?... uh, I was about to hand the phone over to my wife so she could look at it. Uh, is there any way that they're the same for both me and the dependent on the account? Yes, sir. It will be the same one. All right. Thank you. Sure thing, sir. Was there anything else we can assist you with today? No, ma'am. All right, and could you confirm that you received that email? One second. All right. You said it could be in spam? Yes, ma'am. I send it, it will be from info@benefitsinacard.com. And you had an H-P Bell on there? I'm sorry? You had my... Is it H-P Bell 01 at gmail.com on there? Uh, no. I actually have it down as Cell. Bear with me one moment. I'll change it to Bell. Yes, ma'am. It's P as in boy. I'm sorry. I couldn't hear you clearly. No, that's okay. Okay, so we said it would be H, P as in boy... I mean, the computer, B as in boy. H- eight, or hotel, papa, bravo, echo, lima, lima, echo, 01 at gmail.com. All right. Let's try it one more time. I keep forgetting I have to use the military on the phone as far as email go. It's okay. It happens sometimes. And it's hard to hear anything through the c- All right. Let's give it a minute. ... through the car, so. Oh, yeah. That makes it a little bit difficult too. And make a recording for purpose. Ow, ow, ow, ow, ow, ow, ow, ow. I have gotten it. Thank you so much. All right. Great. And then I also sent delivery. You could go ahead and request for a physical card for the medical one to be sent to the home address

as well. Okay. Thank you so much. My pleasure. Have a great day, and thank you for your time today. You too. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefit A New Car. My name is Fran .... how can I assist you today?

Speaker speaker\_1: Uh, yes, ma'am. This is Sean Hinton. I was calling to find out how to, uh, get my info for a doctor's appointment.

Speaker speaker\_0: So you're calling to get the cov-, uh, coverage information. Which staff and company are you with?

Speaker speaker\_1: I'm through Surge.

Speaker speaker\_0: What is the last four of your social?

Speaker speaker\_1: 0570.

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

Speaker speaker\_1: Uh, the mailing address or email?

Speaker speaker\_0: The mailing address, sir.

Speaker speaker\_1: I'm sorry, uh, 23 Herschels Way, Jasper, Alabama, 35504. And the date of birth is 04/29/1997.

Speaker speaker\_0: We have the best phone number to reach you down as 597-9521.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And we show your email down as lastnamemark670@gmail.com?

Speaker speaker\_1: No, ma'am. I no longer have, uh, access to that account.

Speaker speaker\_0: Okay. Which email would you like us to have on file?

Speaker speaker\_1: Uh, I'll let my old lady... I'll let my wife tell you the email, 'cause I don't know it off the top of my head.

Speaker speaker\_2: It is H-

Speaker speaker\_0: That's me.

Speaker speaker\_3: ... P-C-E-L-L-E0-1@gmail.com.

Speaker speaker\_0: And you said that was H-P-C-E-L-L-E-0-1@gmail.com?

Speaker speaker\_3: Yes, ma'am. B as in boy.

Speaker speaker\_0: All right, bear with me one moment while I place you guys on hold and download those benefit cards.

Speaker speaker\_1: Ow.

Speaker speaker\_3: Sorry.

Speaker speaker\_1: It's all good.

Speaker speaker\_0: Thank you so much for holding. So I have sent a total of three PDF files to the email on file, which will be for the medical, vision and dental.

Speaker speaker\_1: I've got the vision and dental. I've got cards for those. I just never received a card for the, uh, health.

Speaker speaker\_0: Yes, sir. So that will be because that specific carrier doesn't do a digital, I mean a physical card sent to the mailbox unless it's requested. They only send a digital copy to the email, which sometimes, eight out of 10 depending on how you have it set up, could get lost in your junk or spam mail.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: Sure thing. And then I didn't check-

Speaker speaker\_1: Uh-

Speaker speaker\_0: ... the email that was provided.

Speaker speaker\_1: Hold on one second.

Speaker speaker\_0: ... out. Yes, sir?

Speaker speaker\_4: ... uh, I was about to hand the phone over to my wife so she could look at it. Uh, is there any way that they're the same for both me and the dependent on the account?

Speaker speaker\_0: Yes, sir. It will be the same one.

Speaker speaker\_4: All right. Thank you.

Speaker speaker\_0: Sure thing, sir. Was there anything else we can assist you with today?

Speaker speaker\_4: No, ma'am.

Speaker speaker\_0: All right, and could you confirm that you received that email?

Speaker speaker\_5: One second.

Speaker speaker\_0: All right.

Speaker speaker\_5: You said it could be in spam?

Speaker speaker\_0: Yes, ma'am. I send it, it will be from [info@benefitsinacard.com](mailto:info@benefitsinacard.com).

Speaker speaker\_5: And you had an H-P Bell on there?

Speaker speaker\_0: I'm sorry?

Speaker speaker\_5: You had my... Is it H-P Bell 01 at gmail.com on there?

Speaker speaker\_0: Uh, no. I actually have it down as Cell. Bear with me one moment. I'll change it to Bell.

Speaker speaker\_5: Yes, ma'am. It's P as in boy. I'm sorry. I couldn't hear you clearly.

Speaker speaker\_0: No, that's okay. Okay, so we said it would be H, P as in boy... I mean, the computer, B as in boy.

Speaker speaker\_5: H- eight, or hotel, papa, bravo, echo, lima, lima, echo, 01 at gmail.com.

Speaker speaker\_0: All right. Let's try it one more time.

Speaker speaker\_5: I keep forgetting I have to use the military on the phone as far as email go.

Speaker speaker\_0: It's okay. It happens sometimes.

Speaker speaker\_5: And it's hard to hear anything through the c-

Speaker speaker\_0: All right. Let's give it a minute.

Speaker speaker\_5: ... through the car, so.

Speaker speaker\_0: Oh, yeah. That makes it a little bit difficult too.

Speaker speaker\_6: And make a recording for purpose.

Speaker speaker\_5: Ow, ow, ow, ow, ow, ow, ow, ow. I have gotten it. Thank you so much.

Speaker speaker\_0: All right. Great. And then I also sent delivery. You could go ahead and request for a physical card for the medical one to be sent to the home address as well.

Speaker speaker\_5: Okay. Thank you so much.

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

Speaker speaker\_5: You too. Bye-bye.