

## **Transcript: Francesca**

**Baez-4981394421891072-4772347894611968**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Uh, good morning. My name is Diana. So I received the text message, also the attachment should benefit health insurance. I'm working, working for ATC so... But when I open the attachment, uh, in the computer, they not show me everything like single. If I open in my phone, I can see it. Can you wa- attach it in my email, uh, address please? Are you talking about the benefit guide for the service of your- Yeah. ... income here first? Okay. Yes. Thank you so much. Because I'm trying to update it because I think the- where I, uh, received the text message was 27th the last day, December 27th, I think next week. When are the last four of your social? 2722. And to make sure that I'm in the right account, can you verify your mailing address and date of birth? Yes. Uh, 6108 23rd Avenue, Brooklyn, New York 11204. And which- what else you need? Uh, 0203 9064. Thank you very much. We have the best phone number to reach you down as 9176228675. Sorry, say again please. Yes, ma'am. We have your email down as your first and last name at yahoo.com. Yes. And the phone number 9176228675. Yes, ma'am. Okay, bear with me one moment. Yeah, thank you so much. Okay, I sent you the copy of the benefit guide and it is actually to the 24th that you have to enroll. We'll be closed on Monday- Uh-huh. ... so you'll have actually 'til Monday 23rd to enroll into benefits. Uh, Monday? Yes, ma'am. Okay, thank you. Of course, my pleasure. I hope you have a wonderful rest of your day and thank you for calling Benefits in a Card today. Thank you so much. You too. Bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Uh, good morning. My name is Diana. So I received the text message, also the attachment should benefit health insurance. I'm working, working for ATC so... But when I open the attachment, uh, in the computer, they not show me everything like single. If I open in my phone, I can see it. Can you wa- attach it in my email, uh, address please?

Speaker speaker\_1: Are you talking about the benefit guide for the service of your-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... income here first? Okay.

Speaker speaker\_2: Yes. Thank you so much. Because I'm trying to update it because I think the- where I, uh, received the text message was 27th the last day, December 27th, I think next week.

Speaker speaker\_1: When are the last four of your social?

Speaker speaker\_2: 2722.

Speaker speaker\_1: And to make sure that I'm in the right account, can you verify your mailing address and date of birth?

Speaker speaker\_2: Yes. Uh, 6108 23rd Avenue, Brooklyn, New York 11204. And which- what else you need? Uh, 0203 9064.

Speaker speaker\_1: Thank you very much. We have the best phone number to reach you down as 9176228675.

Speaker speaker\_2: Sorry, say again please.

Speaker speaker\_1: Yes, ma'am. We have your email down as your first and last name at yahoo.com.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the phone number 9176228675.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay, bear with me one moment.

Speaker speaker\_2: Yeah, thank you so much.

Speaker speaker\_1: Okay, I sent you the copy of the benefit guide and it is actually to the 24th that you have to enroll. We'll be closed on Monday-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... so you'll have actually 'til Monday 23rd to enroll into benefits.

Speaker speaker\_2: Uh, Monday?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: Of course, my pleasure. I hope you have a wonderful rest of your day and thank you for calling Benefits in a Card today.

Speaker speaker\_2: Thank you so much. You too. Bye.

Speaker speaker\_1: Bye.