

## **Transcript: Francesca**

**Baez-5175464958574592-4628421651415040**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefit Center Card. I'm looking to speak with Mr. Santelli on behalf of the MAU shopping. This is him. Please be advised that the call may be monitored or recorded for quality assurance. Um, Mr. Santelli, your benefit card was returned back due to an insufficient address. We're calling you to verify cle- I mean, your address so that we can send you your benefit card. Um, okay. What would be your mailing address currently? My current address is 2400 P-O-R-T R-U-S-H, it's Portrush, one word, uh, Drive. And that's Spartanburg, South Carolina? Sorry, go ahead. Yeah, 29301 Spartanburg, South Carolina. Okay, so I see what happened. They had it down as just 240. It was missing one additional zero on it. Ah. It's apartment 17. Yeah. Apartment 17? Yes. Okay. That one we also did not have. So it's 2400 Portrush Drive, Apartment 17, Spartanburg, South Carolina 29301? Yes. All right. I'll go ahead and issue a mail order on that benefit card again. Thank you so much. All right. Thank you. Thank you. Have a wonderful rest of your day and we'll go ahead and send that benefit card out before end of day. All right. Thanks. You too. Have a wonderful rest of your day.

### **Conversation Format**

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

Speaker speaker\_1: Good afternoon. My name is Francesca with Benefit Center Card. I'm looking to speak with Mr. Santelli on behalf of the MAU shopping.

Speaker speaker\_2: This is him.

Speaker speaker\_1: Please be advised that the call may be monitored or recorded for quality assurance. Um, Mr. Santelli, your benefit card was returned back due to an insufficient address. We're calling you to verify cle- I mean, your address so that we can send you your benefit card.

Speaker speaker\_2: Um, okay.

Speaker speaker\_1: What would be your mailing address currently?

Speaker speaker\_2: My current address is 2400 P-O-R-T R-U-S-H, it's Portrush, one word, uh, Drive.

Speaker speaker\_1: And that's Spartanburg, South Carolina? Sorry, go ahead.

Speaker speaker\_2: Yeah, 29301 Spartanburg, South Carolina.

Speaker speaker\_1: Okay, so I see what happened. They had it down as just 240. It was missing one additional zero on it.

Speaker speaker\_2: Ah. It's apartment 17. Yeah.

Speaker speaker\_1: Apartment 17?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. That one we also did not have. So it's 2400 Portrush Drive, Apartment 17, Spartanburg, South Carolina 29301?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. I'll go ahead and issue a mail order on that benefit card again. Thank you so much.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: Thank you. Have a wonderful rest of your day and we'll go ahead and send that benefit card out before end of day.

Speaker speaker\_2: All right. Thanks. You too.

Speaker speaker\_1: Have a wonderful rest of your day.