

## **Transcript: Franchesca**

**Baez-5213159520944128-5238002098323456**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesco at Benefits in a Card. I'm looking to speak with Miss Garcia Nava on behalf of Search Staffing. Yeah. Okay. Well, we're giving you a call because your benefit card was returned back between an insufficient address. We were calling to confirm your address so that we can re-mail it to you. Oh, . . Okay. 36053? Sí. Where are you calling from, you said? Search Staffing? Benefits in a Card. We're calling from Search Staffing. You said Oakwood, right? Yes. Okay. And this doesn't have an apartment number? It's a house, correct? No. Mm-hmm. Okay, the address we had is a little different- Yeah, it was in Arlington. ... than what I just gave you. I moved to the place. I used to live in Arlington- Okay, in Arlington. I moved to Hurst. Okay. Would you be able to verify the last four digits of your social security number and your birthdate so that we can change the address? Uh, it's... The last five digits, eight, eight, five, three, two. And it's 27/01/2000. Okay. Perfect. Well, I'll change the address to 320 Oakwood Drive, Hurst, Texas 76053 and I'll send you your benefits card today so that it arrives. This card, what is it for? It's from the insurance in which you were auto-inscribed based on the policy of your company. They inscribe new members in a preventive medical plan. And it's about that preventive medical plan, which is the card. Oh, and it's for me any emergency? No, only for preventive services. Preventive services include your iron deficiency, blood pressure, your vaccines such as tetanus, varicella, pertussis, influenza. Okay, okay. 3 No, that's okay. Thank you. Have a nice day and thank you for your time and for providing us with new information. Okay, thank you. Goodbye.

### **Conversation Format**

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

Speaker speaker\_1: Good afternoon. My name is Francesco at Benefits in a Card. I'm looking to speak with Miss Garcia Nava on behalf of Search Staffing.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Well, we're giving you a call because your benefit card was returned back between an insufficient address. We were calling to confirm your address so that we can re-mail it to you.

Speaker speaker\_2: Oh, .

Speaker speaker\_1: . Okay. 36053?

Speaker speaker\_2: Sí. Where are you calling from, you said? Search Staffing?

Speaker speaker\_1: Benefits in a Card. We're calling from Search Staffing. You said Oakwood, right?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And this doesn't have an apartment number? It's a house, correct?

Speaker speaker\_2: No.

Speaker speaker\_0: Mm-hmm. Okay, the address we had is a little different-

Speaker speaker\_2: Yeah, it was in Arlington.

Speaker speaker\_0: ... than what I just gave you.

Speaker speaker\_2: I moved to the place. I used to live in Arlington-

Speaker speaker\_1: Okay, in Arlington.

Speaker speaker\_2: I moved to Hurst.

Speaker speaker\_1: Okay. Would you be able to verify the last four digits of your social security number and your birthdate so that we can change the address?

Speaker speaker\_2: Uh, it's... The last five digits, eight, eight, five, three, two. And it's 27/01/2000.

Speaker speaker\_1: Okay. Perfect. Well, I'll change the address to 320 Oakwood Drive, Hurst, Texas 76053 and I'll send you your benefits card today so that it arrives.

Speaker speaker\_2: This card, what is it for?

Speaker speaker\_1: It's from the insurance in which you were auto-inscribed based on the policy of your company. They inscribe new members in a preventive medical plan. And it's about that preventive medical plan, which is the card.

Speaker speaker\_2: Oh, and it's for me any emergency?

Speaker speaker\_1: No, only for preventive services. Preventive services include your iron deficiency, blood pressure, your vaccines such as tetanus, varicella, pertussis, influenza.

Speaker speaker\_2: Okay, okay. 3 No, that's okay. Thank you.

Speaker speaker\_1: Have a nice day and thank you for your time and for providing us with new information.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: Goodbye.