

Transcript: Francesca

Baez-5456725623652352-4678552979980288

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hey, this is Nathan McCarty. I need to unlock my card. I don't know why it's even that locked. What type of car are you calling in regards to, sir? I'm sorry. A Wis- a Wisely card. I apologize, sir. You're calling the wrong number. We're Benefits in a Car. We administer the health insurance of the stopping company. I'm just trying to... You guys don't unlock cards? Like I said, sir, all we handle is health insurance. We don't unlock...

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 Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hey, this is Nathan McCarty. I need to unlock my card. I don't know why it's even that locked.

Speaker speaker_1: What type of car are you calling in regards to, sir? I'm sorry.

Speaker speaker_2: A Wis- a Wisely card.

Speaker speaker_1: I apologize, sir. You're calling the wrong number. We're Benefits in a Car. We administer the health insurance of the stopping company.

Speaker speaker_2: I'm just trying to... You guys don't unlock cards?

Speaker speaker_1: Like I said, sir, all we handle is health insurance. We don't unlock...