

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Um, yes, I, uh... I guess I'm just trying to, uh, get e- I guess, I, I don't know if, how you Send... I'm over here stuttering. I don't know how you guys send the, um, you know, copy of the, uh, what is it? The actual, like, medical card, insurance card, but I need another one. Okay. What staffing company do you work with? Serge. What are the last three of the social and the last name? Okay. 8535 and then it's El-Amin, so E-L dash A-M-I-N. And to make sure that I am on the right account, could you verify your mailing address and your date of birth for me please? Yes. Uh, 2519 Wildflower Court, Northwest Acworth, Georgia 30101. And then 09241980. Excuse me. I have the best phone number to reach you down as 678-663-7156? That's correct. That my cell phone, that's what I'm on right now. And lastly, I have your email down as your last name financial@hotmetal.com? Uh, yes, yes. All right. Now do you need the physical version of them or will it be okay to send you digital copies? Uh, digital, digital copies have been fine in, in the past, um, 'cause- Mm-hmm. ... I have, I have the, I have the, um, physical copy of the vision and dental, but I, I, I ha- and I, well actually I had a, the physical of all three, but I've been told that the digital is fine for all three. Understand it. So let me place you in a quick call to download them, and it shouldn't be... more than three to four minutes, okay? Okay. Thank you. One moment please. All right, thank you. All right, thank you so much for holding. I went ahead and sent you three PDF files which will be those benefit cards, and it'll be sent from our office info@benefitsinacard.com. Okay, thank you so much. Of course, my pleasure. Was there anything else we can assist you with today? Um, no, those were... That, that's what I needed. All right, Mr. Khaled, I hope you have a wonderful rest of your day. Thank you so much for your time today. Uh-huh, I hope the same for you. Thank you. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Um, yes, I, uh... I guess I'm just trying to, uh, get e- I guess, I, I don't know if, how you ...

Speaker speaker_0: .

Speaker speaker_1: Send... I'm over here stuttering. I don't know how you guys send the, um, you know, copy of the, uh, what is it? The actual, like, medical card, insurance card, but I need

another one.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: Serge.

Speaker speaker_0: What are the last three of the social and the last name?

Speaker speaker_1: Okay. 8535 and then it's El-Amin, so E-L dash A-M-I-N.

Speaker speaker_0: And to make sure that I am on the right account, could you verify your mailing address and your date of birth for me please?

Speaker speaker_1: Yes. Uh, 2519 Wildflower Court, Northwest Acworth, Georgia 30101. And then 09241980.

Speaker speaker_0: Excuse me. I have the best phone number to reach you down as 678-663-7156?

Speaker speaker_1: That's correct. That my cell phone, that's what I'm on right now.

Speaker speaker_0: And lastly, I have your email down as your last name financial@hotmetal.com?

Speaker speaker_1: Uh, yes, yes.

Speaker speaker_0: All right. Now do you need the physical version of them or will it be okay to send you digital copies?

Speaker speaker_1: Uh, digital, digital copies have been fine in, in the past, um, 'cause-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... I have, I have the, I have the, um, physical copy of the vision and dental, but I, I, I ha- and I, well actually I had a, the physical of all three, but I've been told that the digital is fine for all three.

Speaker speaker_0: Understand it. So let me place you in a quick call to download them, and it shouldn't be... more than three to four minutes, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you. One moment please.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: All right, thank you so much for holding. I went ahead and sent you three PDF files which will be those benefit cards, and it'll be sent from our office info@benefitsinacard.com.

Speaker speaker_1: Okay, thank you so much.

Speaker speaker_0: Of course, my pleasure. Was there anything else we can assist you with today?

Speaker speaker_1: Um, no, those were... That, that's what I needed.

Speaker speaker_0: All right, Mr. Khaled, I hope you have a wonderful rest of your day. Thank you so much for your time today.

Speaker speaker_1: Uh-huh, I hope the same for you. Thank you.

Speaker speaker_0: Thank you. Bye-bye.