

## **Transcript: Francesca**

**Baez-6696528921280512-5604773903777792**

### **Full Transcript**

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?  
Hi. Hi. I'm trying to make, um, like I have a virtual visit that's part of my plan. Um, my wife was trying to make a consultation for our son, but like when it asks us who the consultation is for, I can only pick myself and she can only pick herself even though they're, both of my kids are listed as dependents. Okay. I'll have to get you transferred over to the virtual care department. Is this for a virtual urgent care visit or primary care visit? Urgent care visit. All right. Bear with me one moment. Thank you. Oh, hey boy.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi. Hi. I'm trying to make, um, like I have a virtual visit that's part of my plan. Um, my wife was trying to make a consultation for our son, but like when it asks us who the consultation is for, I can only pick myself and she can only pick herself even though they're, both of my kids are listed as dependents.

Speaker speaker\_0: Okay. I'll have to get you transferred over to the virtual care department. Is this for a virtual urgent care visit or primary care visit?

Speaker speaker\_1: Urgent care visit.

Speaker speaker\_0: All right. Bear with me one moment.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Oh, hey boy.