

Transcript: Sara

Marulanda-4872197410078720-4609369604308992

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Unicard. My name is Sarah. May I have your name, please? Yes. Jasmine Lavarete. Hello, Ms. Lavarete. How may I help you? Hi. Um, I was just calling because, um, I haven't received mine or my kids', um, Medi-Cal BIC card. I'm sorry, your Medi- And then, um- Sorry, it was breaking up. I'm s- The BIC. Oh, the, the medi card? Yeah, the medi- the BIC card or whatever it's called. Okay, let me check that for you. May I have please the name of the agency that you are working with and the last four of your Social? Uh, the agency that I'm working with? Yes, like, uh, the staffing agency or the temporary agency.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Unicard. My name is Sarah. May I have your name, please? Yes. Jasmine Lavarete. Hello, Ms. Lavarete. How may I help you? Hi. Um, I was just calling because, um, I haven't received mine or my kids', um, Medi-Cal BIC card. I'm sorry, your Medi- And then, um- Sorry, it was breaking up. I'm s- The BIC. Oh, the, the medi card? Yeah, the medi- the BIC card or whatever it's called. Okay, let me check that for you. May I have please the name of the agency that you are working with and the last four of your Social? Uh, the agency that I'm working with? Yes, like, uh, the staffing agency or the temporary agency.