

## **Transcript: Sara**

**Marulanda-4874371275079680-6384322279555072**

### **Full Transcript**

Thank you for calling Bene- thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Uh, Sarah, I'm trying to reach provider line for 90 Degree. So, can you just transfer me to provider line for 90 Degree Benefit? Sure. Would you like me to give you their phone number? Uh, no, I do have but actually I'm not able to reach, so that's why it's going to voicemail. Hmm, let me check that. Uh, let me try to transfer you. Give me just a minute, okay? Yeah, sure. Sure. Thank you. Um, ma'am, what I'm going to do is I'm going to put you on hold and I'm going to call them directly and see how... if the phone is working or not, okay? Uh, yes. Okay. Okay, I'll be right back with you. Please don't disconnect the call. Sure. Hello? Hello? Hi. Hi, ma'am. Thank you for waiting. Okay, it looks like there is a long wait but, um, once you press one or two, uh, depending on your case, the system will put you on the waiting li- uh, waiting list. But the phone is working. Oh, no problem. Can you transfer the call? Okay, sure. Let me do that with you. Before I do that, is there anything else that I can help you with? Uh, no, that's it for today. Thank you. All right, ma'am. You're more than welcome. Have a wonderful day and thank you for calling Benefits in a Card. Give me just a minute while I transfer you. Sure, thank you. You're welcome.

### **Conversation Format**

Speaker None: Thank you for calling Bene- thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Uh, Sarah, I'm trying to reach provider line for 90 Degree. So, can you just transfer me to provider line for 90 Degree Benefit? Sure. Would you like me to give you their phone number? Uh, no, I do have but actually I'm not able to reach, so that's why it's going to voicemail. Hmm, let me check that. Uh, let me try to transfer you. Give me just a minute, okay? Yeah, sure. Sure. Thank you. Um, ma'am, what I'm going to do is I'm going to put you on hold and I'm going to call them directly and see how... if the phone is working or not, okay? Uh, yes. Okay. Okay, I'll be right back with you. Please don't disconnect the call. Sure. Hello? Hello? Hi. Hi, ma'am. Thank you for waiting. Okay, it looks like there is a long wait but, um, once you press one or two, uh, depending on your case, the system will put you on the waiting li- uh, waiting list. But the phone is working. Oh, no problem. Can you transfer the call? Okay, sure. Let me do that with you. Before I do that, is there anything else that I can help you with? Uh, no, that's it for today. Thank you. All right, ma'am. You're more than welcome. Have a wonderful day and thank you for calling Benefits in a Card. Give me just a minute while I transfer you. Sure, thank you. You're welcome.