

## **Transcript: Sara**

**Marulanda-6749269424259072-4675013039276032**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello? We went up, uh, to 99. Hello? Um, no hablo español. Okay. Um, may I speak with Rudolfo Garcia? Yes, can you speak too? Uh, this is Benefits in a Car. We're calling on behalf of Partners Personnel. Hello? Okay. Um, Mr. Garcia, your healthcare ID card was returned to our, uh, to our office due to a wrong address, and I just want to verify address with you and correct it if needed and in order to be resent to your mailing address. Okay. Well, what is the address? The address we have is 22876 Adrian Avenue, Moreno Valley, California 92553. Is that correct? I live there but the mailbox doesn't work, there, so are you able to send it to another location? Uh, y- well, I will have to check out a different one. Is that okay with you? Yeah, that's fine. Okay, which one is the new add- what, the old address? 2-1-6-4-3... Did you get that? 21643 what else? Club Drive. I'm sorry, it was breaking up. 21643 and what else? Club Drive. Club? C-L-U-B? Yes. Club Drive. Club Drive. Is there any, uh, apartment number or not? Um, no, it's a, it's a, it's a house. Okay, and the name of the city? Perris, California. Can you spell that for me please? P as in pirate. I don't, um, E as in elephant. R as in, um... Romeo? I don't know how to spell it. Um, another R, and then I-S if I'm not wrong. I. And what is the last one? L as in lima? Give me one second. Uh, it's P-E-R-R-I-S. Okay, hold on. Perris, like Paris, France almost, but... P-E-R-R-I-S. Perris? Yes. Perris, California. Okay, and the zip code? 92570. 92570, okay. Yeah. Give me just a minute please. Okay. Mm-hmm. 21643 Club Drive, Perris, California, 2- 92570. Is that correct? Yes, sir. Okay, sir. So thank you very much. Uh, we'll, uh, resend this ID card. It may take, what, probably one to two weeks for it to arrive. No problem. No problem. All righty, sir. Um, other than that, do you have any questions for me? No, I'm okay. All righty, sir. So Mr. Garcia, thank you for answering our call from Benefits in a Car. Wish you too have a wonderful day, sir. Thank you, have a good one. Thank you very much. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello? We went up, uh, to 99. Hello? Um, no hablo español. Okay. Um, may I speak with Rudolfo Garcia? Yes, can you speak too? Uh, this is Benefits in a Car. We're calling on behalf of Partners Personnel. Hello? Okay. Um, Mr. Garcia, your healthcare ID card was returned to our, uh, to our office due to a wrong address, and I just want to verify address with you and correct it if needed and in order to be resent to your mailing address. Okay. Well, what is the address? The address we have is 22876 Adrian Avenue, Moreno Valley, California 92553. Is that correct? I live there but the mailbox doesn't work, there, so are you able to send it to

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