

Transcript: Estefania

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Full Transcript

Your call- Hello? May be monitored or recorded for quality assurance purposes. Who's this? This is . I'm calling from Partners Personal. Carlos. Who's this? This is Carlos. Hi, good afternoon. How are you? Good. Um, I spoke to you last week about your medical card. I don't know if you remember. Uh-huh. Do you remember I said I would check during the week to see if it was available? Um, I just sent it to your email. I don't know if you want to check to make sure you received it . Okay. Mm-hmm. And I sent it to the email ten.neblina at gmail.com. If you don't see it right away, also check your spam and junk email because sometimes it's sent there. Wait, let me... Let me... Okay. It's T-E-M? Mm-hmm. Not N? M? Oh, no, it's N of Nancy. No, no, it's M of Themis. You know? It's like... Well, I put it as if it were Themis, but I removed the W. But it's M, not N. That's why it didn't arrive. Oh, so it's N from mom? Yes, that's it. Punt, the surname Neblina, at gmail. Okay, let me send it to you again, because in your email there was the letter N. No, I think I misheard the... Yes. Okay, permit me. Um, also remember that you have coverage. I don't know if you remember what I told you, but remember that you have one week of active coverage until Sunday, and once Sunday passes, it expires on January 6th, okay? This is just to remind you. But let me send it to you one more time and see if you can confirm that you received it . Permit me. Okay, I just sent it to you again. Um, can you check, please? Yes. Uh... Where did I... Oh, man, I believe so. Yes, did it arrive? Permit me. Ah, what does it say? Thank you for connecting with Benefits, medical insurance, and so on. Yes, it seems like... Benefits... Yes, it's the one where the card says Benefits InCar? Yes, yes, yes, yes, yes. It's that one. And, um, I sent you the card to that email. Okay, I see. Yes, I saw it there. Okay, so that's your card. Um... One is going to arrive by email, but maybe seven to ten days later, because it also seems... Let me check if I put the request... Do you want me to send you that card right away? Let me see... Do you want me to send that order at once for that physical card? How? So that it arrives to me physically? Yes, because usually that VIP card is only sent by email. If you want a physical one, I have to order it. Yes, because then the phone... It's like it becomes... Then I can't open the link. Then it doesn't work well for me. Okay. So it would be better for me to have a physical one. Better... Ok, I'll place that order. Ok. If you would do me the great favor. Mm-hmm. And you also have that one electronically. But yes, I, I place that order. Ok. I don't know if you have any other questions. No, no, that's fine. That's fine as of now. Ok. Ok. I just wanted to call you to ask you if the card arrived. But thank you very much. Ok, yes, it arrived. Thank you. You're welcome. Have a nice day. Thank you, you too.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Hello?

Speaker speaker_0: May be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Who's this?

Speaker speaker_0: This is . I'm calling from Partners Personal. Carlos.

Speaker speaker_1: Who's this?

Speaker speaker_3: This is Carlos.

Speaker speaker_0: Hi, good afternoon. How are you?

Speaker speaker_1: Good.

Speaker speaker_0: Um, I spoke to you last week about your medical card. I don't know if you remember.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Do you remember I said I would check during the week to see if it was available? Um, I just sent it to your email. I don't know if you want to check to make sure you received it .

Speaker speaker_1: Okay. Mm-hmm.

Speaker speaker_0: And I sent it to the email ten.neblina at gmail.com. If you don't see it right away, also check your spam and junk email because sometimes it's sent there.

Speaker speaker_1: Wait, let me... Let me... Okay. It's T-E-M?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Not N? M?

Speaker speaker_2: Oh, no, it's N of Nancy.

Speaker speaker_1: No, no, it's M of Themis. You know? It's like... Well, I put it as if it were Themis, but I removed the W. But it's M, not N. That's why it didn't arrive.

Speaker speaker_2: Oh, so it's N from mom?

Speaker speaker_1: Yes, that's it. Punt, the surname Neblina, at gmail.

Speaker speaker_2: Okay, let me send it to you again, because in your email there was the letter N.

Speaker speaker_1: No, I think I misheard the... Yes.

Speaker speaker_2: Okay, permit me. Um, also remember that you have coverage. I don't know if you remember what I told you, but remember that you have one week of active coverage until Sunday, and once Sunday passes, it expires on January 6th, okay? This is just

to remind you. But let me send it to you one more time and see if you can confirm that you received it . Permit me. Okay, I just sent it to you again. Um, can you check, please?

Speaker speaker_1: Yes. Uh... Where did I... Oh, man, I believe so.

Speaker speaker_2: Yes, did it arrive?

Speaker speaker_1: Permit me. Ah, what does it say? Thank you for connecting with Benefits, medical insurance, and so on.

Speaker speaker_2: Yes, it seems like...

Speaker speaker_1: Benefits... Yes, it's the one where the card says Benefits InCar?

Speaker speaker_2: Yes, yes, yes, yes, yes. It's that one. And, um, I sent you the card to that email.

Speaker speaker_1: Okay, I see. Yes, I saw it there.

Speaker speaker_2: Okay, so that's your card. Um... One is going to arrive by email, but maybe seven to ten days later, because it also seems... Let me check if I put the request... Do you want me to send you that card right away? Let me see... Do you want me to send that order at once for that physical card?

Speaker speaker_1: How? So that it arrives to me physically?

Speaker speaker_2: Yes, because usually that VIP card is only sent by email. If you want a physical one, I have to order it.

Speaker speaker_1: Yes, because then the phone... It's like it becomes... Then I can't open the link. Then it doesn't work well for me.

Speaker speaker_2: Okay.

Speaker speaker_1: So it would be better for me to have a physical one. Better...

Speaker speaker_2: Ok, I'll place that order.

Speaker speaker_1: Ok. If you would do me the great favor.

Speaker speaker_2: Mm-hmm. And you also have that one electronically. But yes, I, I place that order.

Speaker speaker_1: Ok.

Speaker speaker_2: I don't know if you have any other questions.

Speaker speaker_1: No, no, that's fine. That's fine as of now.

Speaker speaker_2: Ok. Ok. I just wanted to call you to ask you if the card arrived. But thank you very much.

Speaker speaker_1: Ok, yes, it arrived. Thank you.

Speaker speaker_2: You're welcome. Have a nice day.

Speaker speaker_1: Thank you, you too.