

## **Transcript: Estefania**

**Acevedo-4726222924201984-6276786480922624**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Stephanie, my name is Lisa McMillan, um, the lady said this was my insurance company. I was trying to find out is I'm covered to get help with, um, help with nicotine and stop smoking cigarettes. And I'm talk- um, what I'm talking about is not nicotine patches. I need the pills. That's the only thing that helps me. Okay. Um, I have to a- see what plan you have and I would actually have to connect you- Okay. ... to the carrier and they would be able to answer that question. But what staff and agency are you with? Okay. What'd you say? Um, what staff and agency do you work with? Surge. S-U-R-G-E. And then the last four of your social? Uh, 103. Are y'all ready? And then your first and last name, please. Lisa McMillan. Lisa McMillan. What was that last name? McMillan. M-C-M-I-L-L-I-A-N. Okay. Is that right? Can you verify your address in Dade County? 05 271971. And then the address? The address is 4 Petula Drive, Tillisbird, Alabama, 35044. I have 205-504-9196 as your phone number. Say the number again. 205-504-9196. Yeah, that's my phone number. Okay. And then I have L-M... I'm sorry. I have L, and then your last name, 867@Gmail.com. Is that safe? Yes, that's my email. Hello? Hello? Can you hear me? I'm sorry. Oh, yeah, I can hear you. Um, I was letting you know that I would have to tr- transfer you to the carrier because who would have to let you know regarding that is them. So if you want, I can provide you the contact number and I can transfer your call as well. Yeah, give me the number. It's gonna be 800-833- Mm-hmm. ... 4296. Mm-hmm. Option one. Okay. And then, um, I'm gonna go ahead and transfer you as well, okay? Okay, thank you. You're welcome. Have a nice day. You too.

### **Conversation Format**

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

Speaker speaker\_1: Stephanie, my name is Lisa McMillan, um, the lady said this was my insurance company. I was trying to find out is I'm covered to get help with, um, help with nicotine and stop smoking cigarettes. And I'm talk- um, what I'm talking about is not nicotine patches. I need the pills. That's the only thing that helps me.

Speaker speaker\_0: Okay. Um, I have to a- see what plan you have and I would actually have to connect you-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... to the carrier and they would be able to answer that question. But what staff and agency are you with?

Speaker speaker\_1: Okay. What'd you say?

Speaker speaker\_0: Um, what staff and agency do you work with?

Speaker speaker\_1: Surge. S-U-R-G-E.

Speaker speaker\_0: And then the last four of your social?

Speaker speaker\_1: Uh, 103.

Speaker speaker\_2: Are y'all ready?

Speaker speaker\_0: And then your first and last name, please.

Speaker speaker\_2: Lisa McMillan. Lisa McMillan.

Speaker speaker\_0: What was that last name?

Speaker speaker\_1: McMillan. M-C-M-I-L-L-I-A-N.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Is that right?

Speaker speaker\_0: Can you verify your address in Dade County?

Speaker speaker\_1: 05 271971.

Speaker speaker\_0: And then the address?

Speaker speaker\_1: The address is 4 Petula Drive, Tillisbird, Alabama, 35044.

Speaker speaker\_0: I have 205-504-9196 as your phone number.

Speaker speaker\_2: Say the number again.

Speaker speaker\_1: 205-504-9196. Yeah, that's my phone number.

Speaker speaker\_0: Okay. And then I have L-M... I'm sorry. I have L, and then your last name, 867@Gmail.com. Is that safe?

Speaker speaker\_1: Yes, that's my email. Hello? Hello?

Speaker speaker\_0: Can you hear me? I'm sorry.

Speaker speaker\_1: Oh, yeah, I can hear you.

Speaker speaker\_0: Um, I was letting you know that I would have to tr- transfer you to the carrier because who would have to let you know regarding that is them. So if you want, I can provide you the contact number and I can transfer your call as well.

Speaker speaker\_1: Yeah, give me the number.

Speaker speaker\_0: It's gonna be 800-833-

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_0: ... 4296.

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_0: Option one.

Speaker speaker\_3: Okay.

Speaker speaker\_0: And then, um, I'm gonna go ahead and transfer you as well, okay?

Speaker speaker\_3: Okay, thank you.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_3: You too.