

## **Transcript: Estefania**

**Acevedo-4746232812191744-6499005182427136**

### **Full Transcript**

Thanks for calling benefits and card. My name is Stephanie. How can I assist you? Yeah, hi. My name is Mike. My last name is . Calling for claim status. How can I help you? Yeah, I'm looking on a claim status. Okay. Um, that's something that you actually have to speak to the carrier, but I can actually direct you to them. Um, what's the member's first and last name? Hema Grips. I'm sorry, you were breaking up. Can you repeat that?

### **Conversation Format**

Speaker speaker\_0: Thanks for calling benefits and card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yeah, hi. My name is Mike. My last name is . Calling for claim status.

Speaker speaker\_0: How can I help you?

Speaker speaker\_1: Yeah, I'm looking on a claim status.

Speaker speaker\_0: Okay. Um, that's something that you actually have to speak to the carrier, but I can actually direct you to them. Um, what's the member's first and last name?

Speaker speaker\_1: Hema Grips.

Speaker speaker\_0: I'm sorry, you were breaking up. Can you repeat that?