

## **Transcript: Estefania**

**Acevedo-4910428328214528-5382037010825216**

### **Full Transcript**

Thank you for calling United Call Center. My name is Ashley. How can I assist you? Yes, ma'am, um, I'm calling to see if possibly y'all could email me my benefits insurance card. Okay, yeah. What staffing agency are you with? Third Staffing. And then what are the last four of your Social? 3747. And your first and last name? Crystal Cameron. Okay. For security purposes, can you verify your address and date of birth? 11600 Georgia Highway 34, Franklin, Georgia 30217. Okay. And the last four of my post- postal is 3747. And then is your phone number still the 256-307-0181? Yes, ma'am. And then I have cpc1749@icloud.com. Is that up-to-date? Yes, ma'am. Okay. Um, did you want me to go ahead and send th- the three of them? Uh, yes, ma'am, please. Uh- Okay. ... last time I called, it wasn't available yet 'cause I had just got- uh, had just became active. Gotcha. Okay, yeah. I'm gonna go ahead and email them. I'll be right back. I'm gonna put you in a brief hold while I get that ready. All right, thank you. You're welcome. Can you hear me? Can you help me? You sure? Okay, thank you for your hold. I'm gonna go ahead and email those card to you. Um, so your VIP Passes is gonna say American, American Public Life, that's the one that you would use to go to the emergency care emergency room, doctor visits, and such. Then dental's gonna say Carrington on it. And then your preventative card, which is the one for, like, your annual checkups, is, um, gonna say Nice. And that's... Okay. Gonna make sure. Okay? Yeah. Um, do you want to double-check before I go, just to make sure that you did get them? I guess so. Um, I got one. Okay, I think I got it. Okay. Did you have any questions for me? Um, no, ma'am. That's it. All right. Well, I hope you have a great day. Thank you for your time. Thank you. Have a great day. Thank you. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling United Call Center. My name is Ashley. How can I assist you?

Speaker speaker\_1: Yes, ma'am, um, I'm calling to see if possibly y'all could email me my benefits insurance card.

Speaker speaker\_0: Okay, yeah. What staffing agency are you with?

Speaker speaker\_1: Third Staffing.

Speaker speaker\_0: And then what are the last four of your Social?

Speaker speaker\_1: 3747.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Crystal Cameron.

Speaker speaker\_0: Okay. For security purposes, can you verify your address and date of birth?

Speaker speaker\_1: 11600 Georgia Highway 34, Franklin, Georgia 30217.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And the last four of my post- postal is 3747.

Speaker speaker\_0: And then is your phone number still the 256-307-0181?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then I have cpc1749@icloud.com. Is that up-to-date?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Um, did you want me to go ahead and send th- the three of them?

Speaker speaker\_1: Uh, yes, ma'am, please. Uh-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... last time I called, it wasn't available yet 'cause I had just got- uh, had just became active.

Speaker speaker\_0: Gotcha. Okay, yeah. I'm gonna go ahead and email them. I'll be right back. I'm gonna put you in a brief hold while I get that ready.

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: You're welcome.

Speaker speaker\_3: Can you hear me? Can you help me? You sure?

Speaker speaker\_0: Okay, thank you for your hold. I'm gonna go ahead and email those card to you. Um, so your VIP Passes is gonna say American, American Public Life, that's the one that you would use to go to the emergency care emergency room, doctor visits, and such. Then dental's gonna say Carrington on it. And then your preventative card, which is the one for, like, your annual checkups, is, um, gonna say Nice. And that's...

Speaker speaker\_1: Okay.

Speaker speaker\_0: Gonna make sure. Okay?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Um, do you want to double-check before I go, just to make sure that you did get them?

Speaker speaker\_1: I guess so. Um, I got one. Okay, I think I got it.

Speaker speaker\_0: Okay. Did you have any questions for me?

Speaker speaker\_1: Um, no, ma'am. That's it.

Speaker speaker\_0: All right. Well, I hope you have a great day. Thank you for your time.

Speaker speaker\_1: Thank you. Have a great day.

Speaker speaker\_0: Thank you. Bye.