

## **Transcript: Estefania**

**Acevedo-502339655571200-5620713922936832**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, yeah. I got a missed call from this number. Actually, I got a text message saying there was a lapse in coverage in the last one to two weeks due to a missed payroll deduction. Okay. So, sounds like, um, we didn't receive a deduction from your staffing agency, um, so you probably don't have active coverage for a certain week. What staffing agency are you working with, so I can look at it? Superior. I'm sorry? Uh, Superior. Is that the staffing agency? Yeah, yeah. Okay. Give me one second. Oh, I don't think that's the name of the staffing agency. Does it go by a different name? Hello?

### **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: Uh, yeah. I got a missed call from this number. Actually, I got a text message saying there was a lapse in coverage in the last one to two weeks due to a missed payroll deduction.

Speaker speaker\_0: Okay. So, sounds like, um, we didn't receive a deduction from your staffing agency, um, so you probably don't have active coverage for a certain week. What staffing agency are you working with, so I can look at it?

Speaker speaker\_1: Superior.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: Uh, Superior.

Speaker speaker\_0: Is that the staffing agency?

Speaker speaker\_1: Yeah, yeah.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Give me one second.

Speaker speaker\_0: Oh, I don't think that's the name of the staffing agency. Does it go by a different name? Hello?