

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits and Records. My name is Stephanie. How can I assist you? Yeah, I've been hired from Dirty Steph and I'm trying to get enrolled into the insurance. Okay. What are the last four of your social? 3929. Okay. First last name please. You said first and last? Mm-hmm. Yes, sir. K-O-R-S-I-N-E. And then the last name? G-R-I-N-N-E-L-L. For security purposes, can you verify your address and date of birth? 311 16th Avenue North and 032105. Ooh, I'm so- What'd you say? Can you hear me? Yeah, I hear you now. Can you hear me? Hello? Yep, I hear you. Sir, you were breaking up. You're kinda breaking up. Okay, so you have the work here. Um, I was asking if you could repeat your address. You were breaking up really bad- Oh. ... when you were providing it. Three... Okay, 311 16th Avenue North, St. Cloud, Minnesota. And then your birthday? 03/21/2005. Mm-hmm. Um... Hello? So you were there before going through any solutions? Hello? And how, wha-, how long you went there before your experience didn't make sense? Oh, wait. Okay. So, uh, both of you went there, I don't know, like September of 2020? I can't hear you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Records. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yeah, I've been hired from Dirty Steph and I'm trying to get enrolled into the insurance.

Speaker speaker_0: Okay. What are the last four of your social?

Speaker speaker_1: 3929.

Speaker speaker_0: Okay. First last name please.

Speaker speaker_1: You said first and last?

Speaker speaker_0: Mm-hmm. Yes, sir.

Speaker speaker_1: K-O-R-S-I-N-E.

Speaker speaker_0: And then the last name?

Speaker speaker_1: G-R-I-N-N-E-L-L.

Speaker speaker_0: For security purposes, can you verify your address and date of birth?

Speaker speaker_1: 311 16th Avenue North and 032105.

Speaker speaker_2: Ooh, I'm so-

Speaker speaker_1: What'd you say?

Speaker speaker_0: Can you hear me?

Speaker speaker_1: Yeah, I hear you now.

Speaker speaker_0: Can you hear me? Hello?

Speaker speaker_1: Yep, I hear you.

Speaker speaker_0: Sir, you were breaking up.

Speaker speaker_1: You're kinda breaking up.

Speaker speaker_2: Okay, so you have the work here.

Speaker speaker_0: Um, I was asking if you could repeat your address. You were breaking up really bad-

Speaker speaker_1: Oh.

Speaker speaker_2: ... when you were providing it.

Speaker speaker_1: Three... Okay, 311 16th Avenue North, St. Cloud, Minnesota.

Speaker speaker_0: And then your birthday?

Speaker speaker_1: 03/21/2005.

Speaker speaker_2: Mm-hmm. Um...

Speaker speaker_1: Hello?

Speaker speaker_2: So you were there before going through any solutions?

Speaker speaker_1: Hello?

Speaker speaker_2: And how, wha-, how long you went there before your experience didn't make sense? Oh, wait. Okay. So, uh, both of you went there, I don't know, like September of 2020?

Speaker speaker_1: I can't hear you.