

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hey, Stephanie. This is Hannah McGormley and I'm calling because, um, I registered my account and we still haven't, like, received our insurance cards. And we have- Okay. Yeah. I could check to see if you're active and if you are, um, I'll just go ahead and email them to you. Oh, okay. Okay? Thank you. What staffing agency are you with? Um, my husband's with PRC Staffing Solutions. Um, is this your husband's account? Since the call's being recorded, I do need verbal permission from him to get in it. Okay. Um, you can call him at, uh, 614-584- Or, um... So I would need to do it, like, while I'm on the call with you. Okay, so he needs to call you. Yes, ma'am, and we're open either way from 8:00 AM up until 8:00 PM Eastern Time. Okay. Thank you. You're welcome. Bye.

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: Hey, Stephanie. This is Hannah McGormley and I'm calling because, um, I registered my account and we still haven't, like, received our insurance cards. And we have-

Speaker speaker_0: Okay. Yeah. I could check to see if you're active and if you are, um, I'll just go ahead and email them to you.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Okay?

Speaker speaker_1: Thank you.

Speaker speaker_0: What staffing agency are you with?

Speaker speaker_1: Um, my husband's with PRC Staffing Solutions.

Speaker speaker_0: Um, is this your husband's account? Since the call's being recorded, I do need verbal permission from him to get in it.

Speaker speaker_1: Okay. Um, you can call him at, uh, 614-584- Or, um...

Speaker speaker_0: So I would need to do it, like, while I'm on the call with you.

Speaker speaker_1: Okay, so he needs to call you.

Speaker speaker_0: Yes, ma'am, and we're open either way from 8:00 AM up until 8:00 PM Eastern Time.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Bye.