

## **Transcript: Estefania**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, good morning. I'm calling from Benefits in a Card on behalf of American Staffs Corp. I'm looking to speak with Ms. Mills. This is she. Hey, good morning. Um, we spoke, I believe, last week, um, regarding your Quality Life Event document request. Uh-huh. Um, the main office finally reached back to me and they notified me that they will need a letter, um, from the insurance company or your ID card with your effective date of coverage. Um, I don't know if you could send that over to us. Um, yes. So you basically just need, um... Let me see if my... Let's see. This does not have the effective date of coverage, so I just need the letter from TARO with the effective date of coverage? Yes, ma'am. Okay, perfect. I- Yeah, so a letter from the insurance company or that ID card with the effective date of coverage, one of those two. Okay, perfect. I will see what I can get my hands on and send it to you as soon as I can. Okay, um, and then if you want, you can just send it, like, in another email. Like, how you did it earlier. Okay, perfect. Sounds good. Yes, ma'am. Thank you so much. You're welcome. And then I'll be letting them know that I did give you a call to let you know so that they'll be looking out for that. Okay, perfect. Thank you. You're welcome. Have a nice day. Thanks. You too. Mm-hmm. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hey, good morning. I'm calling from Benefits in a Card on behalf of American Staffs Corp. I'm looking to speak with Ms. Mills.

Speaker speaker\_2: This is she.

Speaker speaker\_1: Hey, good morning. Um, we spoke, I believe, last week, um, regarding your Quality Life Event document request.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Um, the main office finally reached back to me and they notified me that they will need a letter, um, from the insurance company or your ID card with your effective date of coverage. Um, I don't know if you could send that over to us.

Speaker speaker\_2: Um, yes. So you basically just need, um... Let me see if my... Let's see. This does not have the effective date of coverage, so I just need the letter from TARO with the effective date of coverage?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay, perfect. I-

Speaker speaker\_1: Yeah, so a letter from the insurance company or that ID card with the effective date of coverage, one of those two.

Speaker speaker\_2: Okay, perfect. I will see what I can get my hands on and send it to you as soon as I can.

Speaker speaker\_1: Okay, um, and then if you want, you can just send it, like, in another email. Like, how you did it earlier.

Speaker speaker\_2: Okay, perfect. Sounds good.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Thank you so much.

Speaker speaker\_1: You're welcome. And then I'll be letting them know that I did give you a call to let you know so that they'll be looking out for that.

Speaker speaker\_2: Okay, perfect. Thank you.

Speaker speaker\_1: You're welcome. Have a nice day.

Speaker speaker\_2: Thanks. You too.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Bye.