

## **Transcript: Estefania**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello. There. Thank you for calling Benefits to Know Card. My name's Stephanie. How can I assist you? Hi. Oh, my name Bukuru. I was working in, in cleaning power, power, power water. So- Okay. ... I ju- I just wanna know, like, uh, I, I check this card you give me, and I see it's empty, no money. I'm sorry. Um, could you repeat what you just said? I say that, uh, when I apply your job- Mm-hmm. ... in the interview, you give me the card to open, Wisley, and then it's my second week, I was thinking, like, uh, I, I'm ready to get a paycheck, my, my payment, and then when I check through this card, they told me, uh, it's empty, no money in there. This card. Hmm. Um, so what card? Because, um, we're the healthcare administrators for staff and agencies. So if... Is, is it a healthcare card? What does the card say? I... It's a Wisley. Wisley. So we're... Again, we're the healthcare administrators for staff and agencies, so this is the number that you would call to enroll into healthcare benefits. Oh. They- Um, we're not- This is not a... It's not for my... It is for... Not, um, not for my address, like a, an actual address- No. Oh. It's for healthcare? Yeah, this is a... We're the healthcare administrators for staff and agencies. Oh. So if you're working with a staff and agency, this is the number that you would call to enroll into any healthcare benefits that they provide. Oh. Damn.

### **Conversation Format**

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

Speaker speaker\_1: Hello. There.

Speaker speaker\_2: Thank you for calling Benefits to Know Card. My name's Stephanie. How can I assist you?

Speaker speaker\_1: Hi. Oh, my name Bukuru. I was working in, in cleaning power, power, power water. So-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... I ju- I just wanna know, like, uh, I, I check this card you give me, and I see it's empty, no money.

Speaker speaker\_2: I'm sorry. Um, could you repeat what you just said?

Speaker speaker\_1: I say that, uh, when I apply your job-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... in the interview, you give me the card to open, Wisley, and then it's my second week, I was thinking, like, uh, I, I'm ready to get a paycheck, my, my payment, and then when I check through this card, they told me, uh, it's empty, no money in there. This card.

Speaker speaker\_2: Hmm. Um, so what card? Because, um, we're the healthcare administrators for staff and agencies. So if... Is, is it a healthcare card? What does the card say? I...

Speaker speaker\_1: It's a Wisley. Wisley.

Speaker speaker\_2: So we're... Again, we're the healthcare administrators for staff and agencies, so this is the number that you would call to enroll into healthcare benefits.

Speaker speaker\_1: Oh. They-

Speaker speaker\_2: Um, we're not-

Speaker speaker\_1: This is not a... It's not for my... It is for... Not, um, not for my address, like a, an actual address-

Speaker speaker\_2: No.

Speaker speaker\_1: Oh. It's for healthcare?

Speaker speaker\_2: Yeah, this is a... We're the healthcare administrators for staff and agencies.

Speaker speaker\_1: Oh.

Speaker speaker\_2: So if you're working with a staff and agency, this is the number that you would call to enroll into any healthcare benefits that they provide.

Speaker speaker\_1: Oh. Damn.