

## **Transcript: Estefania**

**Acevedo-5651670662561792-4762190116208640**

### **Full Transcript**

Thank you for calling Benefits and Our Cards. My name is Stephanie. How can I assist you? Hello. Good afternoon. I was calling to see if my employee, employee, if my policy number was available. Okay. Yeah, I can check. Yeah. What staffing agency do you work for? I work with Moore. Okay. And then, what's the last four of your social? 8288. Can you verify your address and date of birth for me? It is 10 Cabral Drive, Lumberton, New Jersey, 08048. Um, 6 foot, June 13th, 1991. Okay. Then I have 609-372-0818 as your phone number. Right. Is your email still yeah013845@gmail.com? Correct. Okay. I can check to see if it's ready, since you did just become active this week. Um, I'm not sure if it is, but I can check real quick. Sure thing. Yeah. And I'm just gonna briefly hold, just to make sure. Okay. So, it's still not available since you just became active yesterday. Did you need it today? Um, I need it before... Do you think it'll be available before Thursday or Friday? Oh, yeah. It'll probably be ready by Thursday. Your card, your actual card, like, via email, I'm pretty sure it'll be available by Thursday. And I can send it to you, and if you want, I'll just, I'll just be checking throughout the week. Normally, it's ready by Thursday, if I'm honest. I don't think it'll be ready tomorrow, probably the policy number. Um, but I'll be checking up on it and if it is, I'll give you a call to provide that policy number, and if your card's ready, I'll just go ahead and send it to you and let you know when I do that. Please, please, thank you. Yeah, I'll, I'll leave myself a note throughout the week. And then, um, if it is ready, I'll just go ahead and send it and I'll still give you a call to let you know what I did. All right. I appreciate it. Thank you so much. You're welcome. And if you don't answer, I'll just leave you a voice message. Is that 0818 number good? Yes. Okay, so I'll be checking throughout the week to see if it's available. But I'm pretty sure it'll be by Thursday, 'cause normally it's by Thursday where the card is actually ready itself. Okay. All right, thank you. I appreciate it. Okay? Mm-hmm. You're welcome. Thank you. All right, you have a good one.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Our Cards. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hello. Good afternoon. I was calling to see if my employee, employee, if my policy number was available.

Speaker speaker\_0: Okay. Yeah, I can check.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: What staffing agency do you work for?

Speaker speaker\_1: I work with Moore.

Speaker speaker\_0: Okay. And then, what's the last four of your social?

Speaker speaker\_1: 8288.

Speaker speaker\_0: Can you verify your address and date of birth for me?

Speaker speaker\_1: It is 10 Cabral Drive, Lumberton, New Jersey, 08048. Um, 6 foot, June 13th, 1991.

Speaker speaker\_0: Okay. Then I have 609-372-0818 as your phone number.

Speaker speaker\_1: Right.

Speaker speaker\_0: Is your email still yeah013845@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. I can check to see if it's ready, since you did just become active this week. Um, I'm not sure if it is, but I can check real quick.

Speaker speaker\_1: Sure thing. Yeah.

Speaker speaker\_0: And I'm just gonna briefly hold, just to make sure. Okay. So, it's still not available since you just became active yesterday. Did you need it today?

Speaker speaker\_1: Um, I need it before... Do you think it'll be available before Thursday or Friday?

Speaker speaker\_0: Oh, yeah. It'll probably be ready by Thursday. Your card, your actual card, like, via email, I'm pretty sure it'll be available by Thursday. And I can send it to you, and if you want, I'll just, I'll just be checking throughout the week. Normally, it's ready by Thursday, if I'm honest. I don't think it'll be ready tomorrow, probably the policy number. Um, but I'll be checking up on it and if it is, I'll give you a call to provide that policy number, and if your card's ready, I'll just go ahead and send it to you and let you know when I do that.

Speaker speaker\_1: Please, please, thank you.

Speaker speaker\_0: Yeah, I'll, I'll leave myself a note throughout the week. And then, um, if it is ready, I'll just go ahead and send it and I'll still give you a call to let you know what I did.

Speaker speaker\_1: All right. I appreciate it. Thank you so much.

Speaker speaker\_0: You're welcome. And if you don't answer, I'll just leave you a voice message. Is that 0818 number good?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so I'll be checking throughout the week to see if it's available. But I'm pretty sure it'll be by Thursday, 'cause normally it's by Thursday where the card is actually ready itself.

Speaker speaker\_1: Okay. All right, thank you. I appreciate it.

Speaker speaker\_0: Okay?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: You're welcome. Thank you.

Speaker speaker\_1: All right, you have a good one.