

## **Transcript: Estefania**

**Acevedo-5651862678847488-4984226680848384**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. I'm calling back from Benefits in a Card. Um, it looks like the call dropped. I was just calling back to let you know that I went ahead and sent an email of you your card. I don't know if you want to double check that you did receive it. It should come from info@benefitsinacard.com. Yeah, I don't see it. Okay. Um, so do you need anything else from me? I don't think that's it. Okay. Um, you, did you say you don't see it or that you, you don't- No. ... need anything? I didn't get it. Um, can you check your spam and your junk? Nothing. Is it D-I-A-L-E-R4@icloud.com? Yes. Yeah, it says that I sent it. Um, let me send it one more time. But it says that it was sent at 12:38. So, give me one second. Let me resend it again. Okay, I sent it one more time. Can you please double check your spam and your, um, junk file as well if you don't see it? No. Can you try, um- And then you are checking your spam and junk, right? Yeah. Okay. Um, I can try a different email 'cause it says that it did send. Email? What's the, do you want me to send it to a secondary email? 'Cause I can. David Feliz Lopez 19 at gmail. 19 at gmail? Yes. Okay. Okay. And then, um, it's all together, right? There's no, um, dash or anything? No. Okay. Yeah. I'm gonna send them to both, okay? So, I'll send it to the one I sent it as well as the new one, just in case. Okay, I sent it. Can you please double check? I sent it to davidfelizlopez19@gmail.com and then also to D-I-A-L-E-R44@icloud.com. I don't know. I don't know if you wanna, like, get out of your email and refresh it, but, 'cause I sent it, so this one three times, and then to the davidfelizlopez19@gmail.com only once. Um, got it. I got it. You got it? Okay. Did you need anything else? Oh, no. It's great. Great. Well, I hope you have a great day. If you have any other questions or need any other assistance, we're open this week from 8:00 AM up until 8:00 PM Monday through Thursday. Normally it's Monday through Friday, but this week it's Monday through Thursday. Las Vegas? I'm sorry? I'm having trouble hearing you. Las Vegas? Las Vegas? Las Vegas? No, we're Eastern time. Okay. Okay? Okay, thank you. Have a nice day.

### **Conversation Format**

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

Speaker speaker\_1: Good afternoon. I'm calling back from Benefits in a Card. Um, it looks like the call dropped. I was just calling back to let you know that I went ahead and sent an email of you your card. I don't know if you want to double check that you did receive it. It should come from info@benefitsinacard.com. Yeah, I don't see it.

Speaker speaker\_0: Okay. Um, so do you need anything else from me?

Speaker speaker\_1: I don't think that's it.

Speaker speaker\_0: Okay. Um, you, did you say you don't see it or that you, you don't-

Speaker speaker\_1: No.

Speaker speaker\_0: ... need anything?

Speaker speaker\_1: I didn't get it.

Speaker speaker\_0: Um, can you check your spam and your junk?

Speaker speaker\_1: Nothing.

Speaker speaker\_0: Is it D-I-A-L-E-R4@icloud.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Yeah, it says that I sent it. Um, let me send it one more time. But it says that it was sent at 12:38. So, give me one second. Let me resend it again. Okay, I sent it one more time. Can you please double check your spam and your, um, junk file as well if you don't see it?

Speaker speaker\_1: No. Can you try, um-

Speaker speaker\_0: And then you are checking your spam and junk, right?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Um, I can try a different email 'cause it says that it did send.

Speaker speaker\_1: Email?

Speaker speaker\_0: What's the, do you want me to send it to a secondary email? 'Cause I can.

Speaker speaker\_1: David Feliz Lopez 19 at gmail.

Speaker speaker\_0: 19 at gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Okay. And then, um, it's all together, right? There's no, um, dash or anything?

Speaker speaker\_1: No.

Speaker speaker\_0: Okay. Yeah. I'm gonna send them to both, okay? So, I'll send it to the one I sent it as well as the new one, just in case. Okay, I sent it. Can you please double check? I sent it to davidfelizlopez19@gmail.com and then also to D-I-A-L-E-R44@icloud.com.

Speaker speaker\_1: I don't know.

Speaker speaker\_0: I don't know if you wanna, like, get out of your email and refresh it, but, 'cause I sent it, so this one three times, and then to the davidfelizlopez19@gmail.com only

once.

Speaker speaker\_1: Um, got it. I got it.

Speaker speaker\_0: You got it? Okay. Did you need anything else?

Speaker speaker\_1: Oh, no. It's great.

Speaker speaker\_0: Great. Well, I hope you have a great day. If you have any other questions or need any other assistance, we're open this week from 8:00 AM up until 8:00 PM Monday through Thursday. Normally it's Monday through Friday, but this week it's Monday through Thursday.

Speaker speaker\_1: Las Vegas?

Speaker speaker\_0: I'm sorry? I'm having trouble hearing you.

Speaker speaker\_1: Las Vegas? Las Vegas?

Speaker speaker\_0: Las Vegas? No, we're Eastern time.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay? Okay, thank you. Have a nice day.