

Transcript: Estefania

Acevedo-5748148134133760-5706768070393856

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. I'm calling on behalf of, uh, my employer. It seems that, um, several people have tried faxing over... well, sending over new enrollment forms via faxing@benefitsinacard.com email. Mm-hmm. Um, and it's bouncing. It's bouncing? Yes. It says, um, "There was a problem delivering your message to faxing@benefitsinacard.com." Okay. "Contact the server administrator for details." Okay. Give me one second, 'cause most likely I'm gonna have to reach out to the main office. There really isn't anything that I'mma be able to do on my end. Got it. But just give me one second. . Okay. So yeah, that's what I have to do. So I'mma have to get your name and contact number, 'cause I'mma have to send that to the main office. Most likely they're gonna have to reach out to you guys. Um, what is your name? My name is Maria. Okay. Last name Q-u-e-v-e-d-o. Ooh. You said Q-U-E...? Q-u-e-v-e-d-o. Okay. Thank you. It's kinda like mine. . Mine's a A-C. Um, and then you said it's bouncing back, right? Yes. Not faxing over. Okay. Uh, and then what's a good contact number? Um, are you able to see this number? . Uh, yeah. It's 212-812-3385. 2, 1. That's good. Yeah. Thank you. Sorry. I, um, I for- forget this line's direct number. Okay. No, you're fine. And it's regarding the enrollment forms, right? Yes. Mm-hmm. All right. I'll let them know regarding this issue. All right. Thank you so much. You welcome. Have a nice day. You too. 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: Hi. I'm calling on behalf of, uh, my employer. It seems that, um, several people have tried faxing over... well, sending over new enrollment forms via faxing@benefitsinacard.com email.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, and it's bouncing.

Speaker speaker_0: It's bouncing?

Speaker speaker_1: Yes. It says, um, "There was a problem delivering your message to faxing@benefitsinacard.com."

Speaker speaker_0: Okay.

Speaker speaker_1: "Contact the server administrator for details."

Speaker speaker_0: Okay. Give me one second, 'cause most likely I'm gonna have to reach out to the main office. There really isn't anything that I'mma be able to do on my end.

Speaker speaker_1: Got it.

Speaker speaker_0: But just give me one second. . Okay. So yeah, that's what I have to do. So I'mma have to get your name and contact number, 'cause I'mma have to send that to the main office. Most likely they're gonna have to reach out to you guys. Um, what is your name?

Speaker speaker_1: My name is Maria.

Speaker speaker_0: Okay.

Speaker speaker_1: Last name Q-u-e-v-e-d-o.

Speaker speaker_0: Ooh. You said Q-U-E...?

Speaker speaker_1: Q-u-e-v-e-d-o.

Speaker speaker_0: Okay. Thank you. It's kinda like mine.

Speaker speaker_1: .

Speaker speaker_0: Mine's a A-C. Um, and then you said it's bouncing back, right?

Speaker speaker_1: Yes.

Speaker speaker_0: Not faxing over. Okay. Uh, and then what's a good contact number?

Speaker speaker_1: Um, are you able to see this number? .

Speaker speaker_0: Uh, yeah. It's 212-812-3385. 2, 1.

Speaker speaker_1: That's good. Yeah. Thank you. Sorry. I, um, I for- forget this line's direct number.

Speaker speaker_0: Okay. No, you're fine. And it's regarding the enrollment forms, right?

Speaker speaker_1: Yes.

Speaker speaker_0: Mm-hmm. All right. I'll let them know regarding this issue.

Speaker speaker_1: All right. Thank you so much.

Speaker speaker_0: You welcome. Have a nice day.

Speaker speaker_1: You too. Bye.