

## Transcript: Estefania

**Acevedo-5817494723936256-6614846237884416**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you today? Hello? Hello? Hey... Hello, sir. How can I help you? Ah, hello. Good evening. Good afternoon. My name is Jacqueline. Hey, how can I help- My name is Jacqueline [REDACTED]. So I don't know. I'm still there, and my, and my phone, so my benefits isn't, isn't active for my card. Oh, okay? Yeah, I can check. You want me to check to see if your benefits are active? Well, I don't know. Can, ca- can you, uh, can you help me? Yes, I can. Uh, what staffing agency do you work for? What city? Sa- Savannah. No, what's the name of the staffing agency that you work for, like the staffing agency? Say again? Um, what's the name of the staffing agency that you work for? So we're the healthcare administrators for- Mm-hmm. ... staffing agencies. Can I get the name of the staffing agency, because we do administer different ones. Okay. Um, I don't know. So, but I don't speak very, very, but, but I can try to, you know what I'm saying? So- Yeah. I don't know. Can, can you pres- uh, um, you know that person? Come on. I don't know what's his name. Uh, she speak French. Oh, French? In the office. Yeah, yeah. Oh, so we only speak English and Spanish, but I can try to help you. Okay. Um, were you trying to sign up for healthcare benefits? Si. Yes. Yeah? Okay, um, who do you work for? What's the name? Um, my name is Jacqueline [REDACTED]. Yeah, but the name of, um, the person you work for. Well, uh, okay. Um, . Well, the agency, the agency's name? Yeah, um. Oh. Okay, wait for me for one second. One second. Yeah. Okay. Hold the line. Yeah? It's [REDACTED]a[REDACTED]a. Personnel services. Oh, you're through now? Ah, [REDACTED]a[REDACTED]a. Ah, [REDACTED]a[REDACTED]a? Oui. ABP? No ABP. Hm. [REDACTED]ba'ie? [REDACTED]ba'ie [REDACTED]kobenu [REDACTED]ia [REDACTED]me. Ca- can [REDACTED]t[REDACTED] [REDACTED]ka m'he [REDACTED]ba'ie? NLP [REDACTED]ba'ie. NLP. Oui. Oui, oui. NLP. Okay, thank you. You said ABP? ABP. And then what are the last four of your Social? Social? Yeah, the last four. The very- Yeah, yeah. ... last four. Yeah. What i- What are the numbers of, the last four numbers? Um, 70435 9409. Thank you. Okay, thank you. Um, wha- and then what's your address and then your date of birth? Um, see, uh, um, 3822 Augatwood. You said 3822... Wait, 3822 Augatwood, Savannah. Mm-hmm. Um, could you spell that for me? Sorry, say? Can you spell that to me? That? Mm-hmm. I don't know. I don't know. You, you, you, you tell me. Can, can you- It's okay. It's okay. You verified your, um, your Social already. Thank you. Okay. Um, it... I have a different address. I don't know if you want me to leave that one there. I have the 5773-... Ironbrandrose@cloud- No, no, no. I'm just, I'm, I, um, um... This address in, in, in Florida. So I know, so I'm live- I'm live... Uh, uh, uh, um, um to Savannah. Oh, okay. Okay, give me one second. Let me find that. Oh. Okay. Okay, let me try to find that address. Okay, give me your address one more time. Give me the Savannah address. Um, it's 3A- Mm-hmm. :03 Oak Tree Road, Savannah. You said Oak Tree Road? It is 3A- Oak Tree Road? ... 23 Road. Yeah, Savannah. Savannah. And then what's

the ZIP Code? My ZIP Code? What's the... Mm-hmm. Come on. 31- ZIP Code is here. Oh, five. 31405. Okay, thank you. Okay, thank you. You're welcome. Give me one second. I'm living off benefits. The FSA benefits, so I got money now 'cause I'm a believer, more. You ever heard about the children? Oh, yeah. On benefits, you will receive about... It's over 400 now, but- Yeah, the big 400 now but they're moving it to 300. So that- No, no, my pay, I pay off that for- Pay off? Mm-hmm. I have the, got the money, yeah. Oh. You will hear from me. But they've cut the money, me na, na, na, na, na, I got not. Okay, if you need something, let us know. We'll cut that again. We'll put that again there for when you see. Easy to use. Easy to see, yeah. And then, could you tell me your date of birth again? My birthday? Mm-hmm, yes. Um, it's the 07/25/1981. Is your phone number still 941-291-7108? Yeah. And then, I have- And then, we can- ... louiefdama39@gmail.com. Is that correct? Mm-hmm. Okay. And then, did you know what you wanted to enroll into already or did you want me to, um, send you the benefit guide? What that guide has, it has all the plans that your staff and agency has to offer, and the prices if you were to select those specific plans. If you want, I can send it to your email. Okay, my email? Yeah. Do you want me to send you that to your email so that you can look at it and see what you want to enroll into? And then if you want, I can go over the plans. Okay. So it's Gracin, Gracin Jacqueline. Oh, okay. Gracin Jacqueline. So you want me... A different email? Yeah. You don't want me to send it to the L-O-U-I-D-E, Louie Dem, louiedamsdama39@gmail.com? No, no, no, no, no, no, no, no. A different one? My e- my email so, um, um, it's Gracin Jacqueline, Jacqueline Gracin. Okay. G-R-U-I-C-H-A-I-N. Jacqueline- Okay. ... G-R-A-C-Q-U-I-R-I-S-O-N. L-O-U-I-N? Yeah. So just your first and last name? 092. Okay. Wait one second. @... @ca... @ca... @commercialgmail.com. You said 092@gmail.com? Yeah. Okay. Okay, give me one second. I'm going to send you that information. Okay. Okay, I sent it to your email. Um, do you mind verifying that you received it? Okay. This one for me? It's, it's gonna say info@benefitsinacar.com. I sent it to the jacqueline, G-O-A-C-H-I-M, 092- Yeah. ...@gmail.com. @gmail.com. Mm-hmm. And if you don't see it, I would also check the file that says "spam" and "junk", 'cause sometimes it sends it there. Say what? If you could also check your spam and junk file, 'cause sometimes it sends it there. Um, check, check. Yeah, I know now. I don't see that. Um, did you say J-A-C-Q-U-E-L-I-N J-O-A-C- H- ...H-I-M- Yeah, H- ...0-9-2- 0-9-2- ...@gmail.com? @gmail.com. Yeah. Yeah, that's the one I sent it to. Can you check your spam file? It says S-P-A-M, that one, or the one that says junk, J-U-N-K, 'cause sometimes it sends it there. Okay. Okay. So, so, so lin- Linza? Linzapica? It's gonna say, um, info, I-N-F-O, @benefitsinacar.com. No. Don't see that. I don't know if you, if you, if, if, if you can, uh, can see my, my, my email. No, I'm not able to. No. 'Cause I don't see that. I don't see the message. The G-O-A-C-H-I-M J-A-C-Q- Oh. ...O-U- Okay, no, no, no. So, what was after the M? I would like to- Yes, it's G-O-A-C-H-I-M, Jacqueline. Okay, so- The G-R... G-A-C-Q-U-E-L-I-N 092... gmail.com. Okay, let me go over it one more time with you, 'cause I want to make sure I'm sending it to the right one. So it- it's your first name, right? Yeah, Gmail. J-A-C-Q-U-E-L-I-N, right? Yeah. Then after that is J-O-A- No, no, no, no, no. It says G-O, G-O A-C-H-I-N first. Joachim. Okay. Joachim, Joachim is the first. Okay. Yeah, after that Jacqueline. Oh. 092... @gmail.com. Yeah, gmail.com Okay, let me, let me send it one more time. Hey, Jackie, let me get this. Hello? Okay, let me send it one more time. Hello? Okay. Can you repeat it to me one more time before I send it, just in case I gotta correct anything? Okay. Okay, I'ma send it. Okay, I- Okay. ... just now sent it. So...And then, um, it should have

sent already. Do you mind verifying? And I was also gonna tell you that I believe your staff and agency, um, you can also apply online for the healthcare benefits. Just in case you don't get it. Would you like that website? Website? Um, it also allows you to enroll for the benefits through o- their website. Do you want that website? Well, um, you can't, y- y- y- you, you can't s- eh, you can't send by me a- a- a- and, and, and, and, and your message, because I don't see the- So I can't... Ooh. So I'm not able to send it through a text message but I can try one more time, um, because I don't think- Oh, you can try one more time? Yeah, I can try to send it one more time. Give me one second. Okay. Okay. Yes. I'm gonna just start from scratch so it's... The first thing that I write is your first name, right? Jacqueline? So, Wachim, Wachim Jacqueline. Okay. And that's G-O-E-C-H-I-N? I-... I-M, M. M? Okay. Yeah, M. G-O-E-C-H-I-N. Is that correct? Yeah. And then Jacqueline- Jacqueline. ... which is J-A-C-Q-U-E-L-I-N. And yeah. 092. 092@gmail.com? @gmail.com. Okay. One more try, one more time. I'm sorry it's taking so long. Hopefully you get it this one time right here. Okay, I sent it again. Do you mind double-checking? And that was all together, right? Yeah, I'm not getting anything. Uh, application. So I see that and so, so, um, A-A-R-E, area two, information about your credit application, no? I'm sorry? So you could also do it online, um, but I did want to send you the benefit guide. Did you ever receive it or are you still having trouble getting it? Oh. 'Cause I sent, um, another one out and I think the, the last one I sent was for the right email. Um, did you get it in your, like, junk or spam file? Okay. Hello? Sorry. Say? Um, did, did you ever receive that email that I sent you? Did receive? Yeah. Did you ever get it? It, it should be coming from an email that says info@benefitsinacar.com. Have a great weekend. Uh. I don't see this..... So when you send the message for me, so I, I, I, I, I see that A- A- A- ADEP, no? So, the... What I sent you were the plans that's the... A- A- ADEP HR has to offer for their plans. Um, those... That PDF has all the plans that they offer and the prices for those plans if you want to enroll. But if you want, I can just go over the plans with you over the phone. French. Your last day to enroll would be on the 28th, I believe, of February.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you today?

Speaker speaker\_1: Hello? Hello?

Speaker speaker\_0: Hey... Hello, sir. How can I help you?

Speaker speaker\_1: Ah, hello. Good evening.

Speaker speaker\_0: Good afternoon.

Speaker speaker\_1: My name is Jacqueline.

Speaker speaker\_0: Hey, how can I help-

Speaker speaker\_1: My name is Jacqueline ■■■■■■■■■■. So I don't know. I'm still there, and my, and my phone, so my benefits isn't, isn't active for my card.

Speaker speaker\_0: Oh, okay? Yeah, I can check. You want me to check to see if your benefits are active?

Speaker speaker\_1: Well, I don't know. Can, ca- can you, uh, can you help me?

Speaker speaker\_0: Yes, I can. Uh, what staffing agency do you work for?

Speaker speaker\_1: What city? Sa- Savannah.

Speaker speaker\_0: No, what's the name of the staffing agency that you work for, like the staffing agency?

Speaker speaker\_1: Say again?

Speaker speaker\_0: Um, what's the name of the staffing agency that you work for? So we're the healthcare administrators for-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... staffing agencies. Can I get the name of the staffing agency, because we do administer different ones.

Speaker speaker\_1: Okay. Um, I don't know. So, but I don't speak very, very, but, but I can try to, you know what I'm saying? So-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: I don't know. Can, can you pres- uh, um, you know that person? Come on. I don't know what's his name. Uh, she speak French.

Speaker speaker\_0: Oh, French?

Speaker speaker\_1: In the office. Yeah, yeah.

Speaker speaker\_0: Oh, so we only speak English and Spanish, but I can try to help you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, were you trying to sign up for healthcare benefits?

Speaker speaker\_1: Si. Yes.

Speaker speaker\_0: Yeah? Okay, um, who do you work for? What's the name?

Speaker speaker\_1: Um, my name is Jacqueline ■■■■■■■■.

Speaker speaker\_0: Yeah, but the name of, um, the person you work for.

Speaker speaker\_1: Well, uh, okay. Um, .

Speaker speaker\_0: Well, the agency, the agency's name?

Speaker speaker\_1: Yeah, um. Oh. Okay, wait for me for one second. One second.

Speaker speaker\_0: Yeah. Okay.

Speaker speaker\_1: Hold the line. Yeah?

Speaker speaker\_2: It's ■■■■a■■■a. Personnel services.

Speaker speaker\_3: Oh, you're through now?

Speaker speaker\_1: Ah, ■■■■a■■■a.

Speaker speaker\_2: Ah, ■■■■a■■■a?

Speaker speaker\_1: Oui.

Speaker speaker\_2: ABP?

Speaker speaker\_1: No ABP.

Speaker speaker\_2: Hm. ■ba'ie?

Speaker speaker\_1: ■ba'ie ■kobenu ■ia ■me. Ca- can ■t■ ■ka m'he ■ba'ie?

Speaker speaker\_2: NLP ■ba'ie.

Speaker speaker\_1: NLP. Oui. Oui, oui. NLP.

Speaker speaker\_0: Okay, thank you. You said ABP?

Speaker speaker\_1: ABP.

Speaker speaker\_0: And then what are the last four of your Social?

Speaker speaker\_1: Social?

Speaker speaker\_0: Yeah, the last four. The very-

Speaker speaker\_1: Yeah, yeah.

Speaker speaker\_0: ... last four.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: What i- What are the numbers of, the last four numbers?

Speaker speaker\_1: Um, 70435 9409.

Speaker speaker\_0: Thank you. Okay, thank you. Um, wha- and then what's your address and then your date of birth?

Speaker speaker\_1: Um, see, uh, um, 3822 Augatwood.

Speaker speaker\_0: You said 3822...

Speaker speaker\_1: Wait, 3822 Augatwood, Savannah.

Speaker speaker\_0: Mm-hmm. Um, could you spell that for me?

Speaker speaker\_1: Sorry, say?

Speaker speaker\_0: Can you spell that to me?

Speaker speaker\_1: That?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: I don't know. I don't know. You, you, you, you tell me. Can, can you-

Speaker speaker\_0: It's okay. It's okay. You verified your, um, your Social already. Thank you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, it... I have a different address. I don't know if you want me to leave that one there. I have the 5773-... Ironbrandrose@cloud-

Speaker speaker\_1: No, no, no. I'm just, I'm, I, um, um... This address in, in, in Florida. So I know, so I'm live- I'm live... Uh, uh, uh, um, um to Savannah.

Speaker speaker\_0: Oh, okay. Okay, give me one second. Let me find that. Oh.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay, let me try to find that address. Okay, give me your address one more time. Give me the Savannah address.

Speaker speaker\_1: Um, it's 3A-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: :03 Oak Tree Road, Savannah.

Speaker speaker\_0: You said Oak Tree Road?

Speaker speaker\_1: It is 3A-

Speaker speaker\_0: Oak Tree Road?

Speaker speaker\_1: ... 23 Road. Yeah, Savannah.

Speaker speaker\_0: Savannah. And then what's the ZIP Code?

Speaker speaker\_1: My ZIP Code?

Speaker speaker\_0: What's the... Mm-hmm.

Speaker speaker\_4: Come on. 31-

Speaker speaker\_1: ZIP Code is here.

Speaker speaker\_4: Oh, five.

Speaker speaker\_1: 31405.

Speaker speaker\_0: Okay, thank you. Okay, thank you.

Speaker speaker\_1: You're welcome.

Speaker speaker\_0: Give me one second.

Speaker speaker\_1: I'm living off benefits. The FSA benefits, so I got money now 'cause I'm a believer, more. You ever heard about the children?

Speaker speaker\_4: Oh, yeah.

Speaker speaker\_1: On benefits, you will receive about... It's over 400 now, but-

Speaker speaker\_4: Yeah, the big 400 now but they're moving it to 300. So that-

Speaker speaker\_1: No, no, my pay, I pay off that for-

Speaker speaker\_4: Pay off?

Speaker speaker\_1: Mm-hmm. I have the, got the money, yeah.

Speaker speaker\_4: Oh.

Speaker speaker\_1: You will hear from me. But they've cut the money, me na, na, na, na, na, I got not.

Speaker speaker\_4: Okay, if you need something, let us know. We'll cut that again. We'll put that again there for when you see. Easy to use. Easy to see, yeah.

Speaker speaker\_0: And then, could you tell me your date of birth again?

Speaker speaker\_1: My birthday?

Speaker speaker\_0: Mm-hmm, yes.

Speaker speaker\_1: Um, it's the 07/25/1981.

Speaker speaker\_0: Is your phone number still 941-291-7108?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And then, I have-

Speaker speaker\_1: And then, we can-

Speaker speaker\_0: ... louiefdama39@gmail.com. Is that correct?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay. And then, did you know what you wanted to enroll into already or did you want me to, um, send you the benefit guide? What that guide has, it has all the plans that your staff and agency has to offer, and the prices if you were to select those specific plans. If you want, I can send it to your email.

Speaker speaker\_1: Okay, my email?

Speaker speaker\_0: Yeah. Do you want me to send you that to your email so that you can look at it and see what you want to enroll into? And then if you want, I can go over the plans.

Speaker speaker\_1: Okay. So it's Gracin, Gracin Jacqueline.

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: Gracin Jacqueline.

Speaker speaker\_0: So you want me... A different email?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: You don't want me to send it to the L-O-U-I-D-E, Louie Dem, louiedamsdama39@gmail.com?

Speaker speaker\_1: No, no, no, no, no, no, no, no.

Speaker speaker\_0: A different one?

Speaker speaker\_1: My e- my email so, um, um, it's Gracin Jacqueline, Jacqueline Gracin.

Speaker speaker\_0: Okay.

Speaker speaker\_1: G-R-U-I-C-H-A-I-N. Jacqueline-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... G-R-A-C-Q-U-I-R-I-S-O-N.

Speaker speaker\_0: L-O-U-I-N?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So just your first and last name?

Speaker speaker\_1: 092.

Speaker speaker\_0: Okay. Wait one second.

Speaker speaker\_1: @... @ca... @ca... @commercialgmail.com.

Speaker speaker\_0: You said 092@gmail.com?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Okay, give me one second. I'm going to send you that information.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay, I sent it to your email. Um, do you mind verifying that you received it?

Speaker speaker\_1: Okay. This one for me?

Speaker speaker\_0: It's, it's gonna say info@benefitsinacar.com. I sent it to the jacqueline, G-O-A-C-H-I-M, 092-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ...@gmail.com.

Speaker speaker\_1: @gmail.com.

Speaker speaker\_0: Mm-hmm. And if you don't see it, I would also check the file that says "spam" and "junk", 'cause sometimes it sends it there.

Speaker speaker\_1: Say what?

Speaker speaker\_0: If you could also check your spam and junk file, 'cause sometimes it sends it there.

Speaker speaker\_1: Um, check, check. Yeah, I know now. I don't see that.

Speaker speaker\_0: Um, did you say J-A-C-Q-U-E-L-I-N J-O-A-C-

Speaker speaker\_1: H-

Speaker speaker\_0: ...H-I-M-

Speaker speaker\_1: Yeah, H-

Speaker speaker\_0: ...0-9-2-

Speaker speaker\_1: 0-9-2-

Speaker speaker\_0: ...@gmail.com?

Speaker speaker\_1: @gmail.com. Yeah.

Speaker speaker\_0: Yeah, that's the one I sent it to. Can you check your spam file? It says S-P-A-M, that one, or the one that says junk, J-U-N-K, 'cause sometimes it sends it there.

Speaker speaker\_1: Okay. Okay. So, so, so lin- Linza? Linzapica?

Speaker speaker\_0: It's gonna say, um, info, I-N-F-O, @benefitsinacar.com.

Speaker speaker\_1: No. Don't see that. I don't know if you, if you, if, if, if you can, uh, can see my, my, my email.

Speaker speaker\_0: No, I'm not able to.

Speaker speaker\_1: No. 'Cause I don't see that. I don't see the message. The G-O-A-C-H-I-M J-A-C-Q-

Speaker speaker\_0: Oh.

Speaker speaker\_1: ...O-U-

Speaker speaker\_0: Okay, no, no, no. So, what was after the M? I would like to-

Speaker speaker\_1: Yes, it's G-O-A-C-H-I-M, Jacqueline.

Speaker speaker\_0: Okay, so-

Speaker speaker\_1: The G-R... G-A-C-Q-U-E-L-I-N 092... gmail.com.

Speaker speaker\_0: Okay, let me go over it one more time with you, 'cause I want to make sure I'm sending it to the right one. So it- it's your first name, right?

Speaker speaker\_1: Yeah, Gmail.

Speaker speaker\_0: J-A-C-Q-U-E-L-I-N, right?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Then after that is J-O-A-

Speaker speaker\_1: No, no, no, no, no. It says G-O, G-O A-C-H-I-N first. Joachim.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Joachim, Joachim is the first.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yeah, after that Jacqueline.

Speaker speaker\_0: Oh.

Speaker speaker\_1: 092...

Speaker speaker\_0: @gmail.com.

Speaker speaker\_1: Yeah, gmail.com

Speaker speaker\_0: Okay, let me, let me send it one more time.

Speaker speaker\_5: Hey, Jackie, let me get this. Hello?

Speaker speaker\_0: Okay, let me send it one more time.

Speaker speaker\_5: Hello?

Speaker speaker\_0: Okay. Can you repeat it to me one more time before I send it, just in case I gotta correct anything?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay, I'ma send it. Okay, I-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... just now sent it.

Speaker speaker\_1: So...

Speaker speaker\_0: And then, um, it should have sent already. Do you mind verifying? And I was also gonna tell you that I believe your staff and agency, um, you can also apply online for the healthcare benefits. Just in case you don't get it. Would you like that website?

Speaker speaker\_6: Website?

Speaker speaker\_0: Um, it also allows you to enroll for the benefits through o- their website. Do you want that website?

Speaker speaker\_6: Well, um, you can't, y- y- y- you, you can't s- eh, you can't send by me a- a- a- and, and, and, and, and your message, because I don't see the-

Speaker speaker\_0: So I can't... Ooh. So I'm not able to send it through a text message but I can try one more time, um, because I don't think-

Speaker speaker\_6: Oh, you can try one more time?

Speaker speaker\_0: Yeah, I can try to send it one more time. Give me one second.

Speaker speaker\_6: Okay.

Speaker speaker\_0: Okay.

Speaker speaker\_6: Yes.

Speaker speaker\_0: I'm gonna just start from scratch so it's... The first thing that I write is your first name, right? Jacqueline?

Speaker speaker\_6: So, Wachim, Wachim Jacqueline.

Speaker speaker\_0: Okay. And that's G-O-E-C-H-I-N?

Speaker speaker\_6: I-... I-M, M.

Speaker speaker\_0: M? Okay.

Speaker speaker\_6: Yeah, M.

Speaker speaker\_0: G-O-E-C-H-I-N. Is that correct?

Speaker speaker\_6: Yeah.

Speaker speaker\_0: And then Jacqueline-

Speaker speaker\_6: Jacqueline.

Speaker speaker\_0: ... which is J-A-C-Q-U-E-L-I-N.

Speaker speaker\_6: And yeah. 092.

Speaker speaker\_0: 092@gmail.com?

Speaker speaker\_6: @gmail.com.

Speaker speaker\_0: Okay. One more try, one more time. I'm sorry it's taking so long. Hopefully you get it this one time right here. Okay, I sent it again. Do you mind double-checking? And that was all together, right?

Speaker speaker\_7: Yeah, I'm not getting anything.

Speaker speaker\_6: Uh, application. So I see that and so, so, um, A-A-R-E, area two, information about your credit application, no?

Speaker speaker\_0: I'm sorry? So you could also do it online, um, but I did want to send you the benefit guide. Did you ever receive it or are you still having trouble getting it?

Speaker speaker\_6: Oh.

Speaker speaker\_0: 'Cause I sent, um, another one out and I think the, the last one I sent was for the right email. Um, did you get it in your, like, junk or spam file?

Speaker speaker\_6: Okay.

Speaker speaker\_0: Hello?

Speaker speaker\_6: Sorry. Say?

Speaker speaker\_0: Um, did, did you ever receive that email that I sent you?

Speaker speaker\_6: Did receive?

Speaker speaker\_0: Yeah. Did you ever get it? It, it should be coming from an email that says info@benefitsinacar.com.

Speaker speaker\_7: Have a great weekend.

Speaker speaker\_6: Uh. I don't see this..... So when you send the message for me, so I, I, I, I, I see that A- A- A- ADEP, no?

Speaker speaker\_0: So, the... What I sent you were the plans that's the... A- A- ADEP HR has to offer for their plans. Um, those... That PDF has all the plans that they offer and the prices for those plans if you want to enroll. But if you want, I can just go over the plans with you over the phone.

Speaker speaker\_7: French.

Speaker speaker\_0: Your last day to enroll would be on the 28th, I believe, of February.