

Transcript: Estefania

Acevedo-5826849815707648-6685674697441280

Full Transcript

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Uh, yes, ma'am. I'm calling for my grandson, and he said he's supposed to call this number to do insurance. Yes. So since it's a secured line, we would need per- like, voice permission from him. Um- I know you would, and he's at work today. But we just- Oh, yeah. ... wanted to find out what hours. Uh, we're open from 8:00 AM up until 8:00 PM Eastern time. Okay. Okay, then. We'll just call back maybe when he gets in. Okay, sounds fine. If not, y'all be there Friday, right? Correct. Yeah, we're open Monday through Friday. Okay. All right. Well, he's off Friday, so we'll get it done by then. Thank you. Okay. You're welcome. Have a nice day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, yes, ma'am. I'm calling for my grandson, and he said he's supposed to call this number to do insurance.

Speaker speaker_0: Yes. So since it's a secured line, we would need per- like, voice permission from him. Um-

Speaker speaker_1: I know you would, and he's at work today. But we just-

Speaker speaker_0: Oh, yeah.

Speaker speaker_1: ... wanted to find out what hours.

Speaker speaker_0: Uh, we're open from 8:00 AM up until 8:00 PM Eastern time.

Speaker speaker_1: Okay. Okay, then. We'll just call back maybe when he gets in.

Speaker speaker_0: Okay, sounds fine.

Speaker speaker_1: If not, y'all be there Friday, right?

Speaker speaker_0: Correct. Yeah, we're open Monday through Friday.

Speaker speaker_1: Okay. All right. Well, he's off Friday, so we'll get it done by then. Thank you.

Speaker speaker_0: Okay. You're welcome. Have a nice day.

Speaker speaker_1: You too. Bye-bye.