

Transcript: Estefania

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Full Transcript

She's going- Your call may be monitored or recorded for quality assurance purposes. It's on. Turn it up so I can hear it. Yeah, have to. Thank you. Thanks for... My name is Stephanie, how can I assist you? Yes, I was just calling for, um, a Accuforce insurance card? Okay. Um, give me one second. Okay. I tried to do it online and it's just not working for me. Okay, I can send them to you. Um, what are the last four of your Social? 1908. What's your first and last name? James Turner. For security purposes, can you please verify your address and your date of birth? 1202 Highway 91, Elizabethton, Tennessee 37643 and my birthday is October 18th, 1985. Is 423-502-0296 your phone number? Correct, yes. Okay, thank you. And then I have J-A-G-blizz87@gmail.com. Is that a good email? Yes, ma'am. Yes. Is that a good email to send you your cards to? That'd be a good email, yes. That's what I use, J-A-G-B-L-I-Z-Z-8-7. Okay. Um, can I put you in a brief hold while I send you that information to your email? That would be great. Okay, thank you. I'll be right back. Yes, ma'am. Hello? This is James. I called you on the phone last week to get my AccuStart card back. You said you were going to get it sent to me by mail, but I never received any mail from you. So I called you back here so I could at least talk to somebody instead of my voice mail. So I apologize for that. But, um, I called you back here so I could at least talk to somebody instead of my voicemail. So I apologize for that. Um, is that okay if I send you the AccuStart card application form by email? I know you said you were gonna mail it to me, but, um, is that okay if I send it to you on email instead of mailing it to you? Okay. Well, I'm gonna need you to send me back your social security number and your date of birth by e-mail real soon. Because I need to make sure I have the correct information to send you the AccuStart card. Is that okay if I do that? Yes, ma'am, that would be fine with me. Okay. Thank you. All right, guys. Well, I appreciate you coming back here again. I appreciate you being patient with me and I hope this helps you out. All right? Sounds like a good idea. Yeah. Awesome. Well, I appreciate you coming back here. No, thank you for having patience with me. I, uh, I appreciate that. Sure. I, uh, I'm sorry this happened to you. Um, are there any other things I can help you with? Any other issues you're dealing with? Uh, uh, right now I'm, I'm trying to find an apartment complex that will let me move in with my girlfriend and she's actually moving in with me right now. So we're looking for an apartment that has a security deposit of at least three months rent paid before. Anything else you need, just let me know. Okay. Anything else you need, let us know. Not really. Uh, I mean, I'm looking for an apartment that has a security deposit of at least three months rent paid before anything else. Um, and then I'm also looking for an apartment where the owner is not going to be home a lot so I can just move in with my girlfriend and she's moving in with me right now. So we're looking for an apartment where the owner is not going to be home a lot, so we can just move in with her and then we can share all our belongings and stuff like that. Okay. Well, I'm sure you'll be able to find something that fits your needs here in Chattanooga,

Tennessee. Yes, ma'am, I'm sure I will. All right. Well, thank you so much for stopping by and letting us know what's going on. And um, hopefully we'll be able to help you out in any way that we can. Sounds like a good idea. Yeah. Awesome. Well, I appreciate you stopping by and letting us know what's going on. Yeah, no problem. And um, hopefully we'll be able to help you out in any way that we can. Sounds like a good idea. Yeah. Awesome. Well, I appreciate you stopping by. No, thank you for having patience with me and I hope this helps you out. Thank you. All right, guys. Well, I appreciate you coming back here again. I appreciate the phone call. Um, are there any other issues I can help you with? Anything else you're concerned about? Anything else you're worried about? Uh, uh, right now I'm, I'm trying to find an apartment complex that will let me move in with my girlfriend and she's actually moving in with me right now. So we're looking for an apartment that has a security deposit of at least three months rent paid before anything else. We're not sure if we're gonna be able to afford that. Um, and then I'm also looking for an apartment where the owner is not going to be home a lot, so we can just move in with her and she's moving in with me right now. So we're looking for an apartment where the owner of that building isn't going to be home a whole lot and we can just share all our belongings and stuff like that. Okay. Well, I'm sure you'll be able to find something that fits your needs here in Chattanooga, Tennessee. Yes, ma'am, I'm sure I will. All right. Well, thank you so much for stopping by and letting us know what's going on. And um, hopefully we'll be able to help you out in any way that we can. Sounds like a good idea. Yeah. Awesome. Well, I appreciate you stopping by and letting us know what's going on. Yeah, no problem. And um, hopefully we'll be able to help you out in any way that we can. Sounds like a good idea. Yeah. Awesome. Well, I appreciate you stopping by. No, thank you for having patience with me and I hope this helps you out. Sure. Thank you for letting us know what's going on. Uh, are there any other things I can help you with? Anything else you're worried about? Anything else you're concerned about? Anything else you're wondering if we can help you with? Anything at all? Uh, uh, right now I'm, I'm trying to find an apartment complex that will let me move in with my girlfriend and she's actually moving in with me right now. So we're looking for an apartment that has a security deposit of at least three months rent paid before anything else. We're not sure if we're going to be able to afford that. Um, and then I'm also looking for an apartment where the owner is not going to be home a lot, so we can just move in with her and she's moving in with me right now. So we're looking for an apartment where the owner of that building isn't going to be home a whole lot and then we can just share all our belongings and stuff like that. Okay. Well, I'm sure you'll be able to find something that fits your needs here in Chattanooga, Tennessee. Yes, I will be sure. All right. Well, I appreciate you stopping by and letting us know what's going on. And um, hopefully we'll be able to help you out in any way that we can. Sounds like a good idea. Yeah. Awesome. Well, I appreciate you stopping by. No, thank you for having patience with me and I hope this helps you out. Sure. Thank you for letting us know what's going on. Uh, are there any other issues I can help you out with? Anything else you're worried about? Anything else you're concerned about? Anything else you're wondering if we can help you with? Anything at all? Thank you for your hold, Mr. Turner. I will get back to you. Do you mind verifying that you got it? Um- Oh, certainly. ... your cards. Let's see. Not yet. Can you check your spam or- Oh, wait. I got it. If you- Yeah, it's under a different one. Thank you. Let me go ahead and... Let me see. Yeah, I got the email. Okay. So it should come from, it should come from info@benefitsinacard.com, and then I attached the three cards on there. Let me see if I can...

Yep, I see the cards. All right. Awesome. Thank you, so much. You're welcome. Have a nice day. You too, ma'am. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: She's going-

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: It's on.

Speaker speaker_3: Turn it up so I can hear it.

Speaker speaker_0: Yeah, have to.

Speaker speaker_1: Thank you. Thanks for... My name is Stephanie, how can I assist you?

Speaker speaker_0: Yes, I was just calling for, um, a Accuforce insurance card?

Speaker speaker_1: Okay. Um, give me one second.

Speaker speaker_0: Okay. I tried to do it online and it's just not working for me.

Speaker speaker_1: Okay, I can send them to you. Um, what are the last four of your Social?

Speaker speaker_0: 1908.

Speaker speaker_1: What's your first and last name?

Speaker speaker_0: James Turner.

Speaker speaker_1: For security purposes, can you please verify your address and your date of birth?

Speaker speaker_0: 1202 Highway 91, Elizabethton, Tennessee 37643 and my birthday is October 18th, 1985.

Speaker speaker_1: Is 423-502-0296 your phone number?

Speaker speaker_0: Correct, yes.

Speaker speaker_1: Okay, thank you. And then I have J-A-G-blizz87@gmail.com. Is that a good email?

Speaker speaker_0: Yes, ma'am. Yes.

Speaker speaker_1: Is that a good email to send you your cards to?

Speaker speaker_0: That'd be a good email, yes. That's what I use, J-A-G-B-L-I-Z-Z-8-7.

Speaker speaker_1: Okay. Um, can I put you in a brief hold while I send you that information to your email?

Speaker speaker_0: That would be great.

Speaker speaker_1: Okay, thank you. I'll be right back.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_4: Hello?

Speaker speaker_0: This is James. I called you on the phone last week to get my AccuStart card back. You said you were going to get it sent to me by mail, but I never received any mail from you. So I called you back here so I could at least talk to somebody instead of my voice mail. So I apologize for that. But, um, I called you back here so I could at least talk to somebody instead of my voicemail. So I apologize for that. Um, is that okay if I send you the AccuStart card application form by email? I know you said you were gonna mail it to me, but, um, is that okay if I send it to you on email instead of mailing it to you? Okay. Well, I'm gonna need you to send me back your social security number and your date of birth by e-mail real soon. Because I need to make sure I have the correct information to send you the AccuStart card. Is that okay if I do that? Yes, ma'am, that would be fine with me.

Speaker speaker_5: Okay. Thank you.

Speaker speaker_4: All right, guys. Well, I appreciate you coming back here again. I appreciate you being patient with me and I hope this helps you out. All right?

Speaker speaker_0: Sounds like a good idea. Yeah.

Speaker speaker_4: Awesome. Well, I appreciate you coming back here.

Speaker speaker_0: No, thank you for having patience with me. I, uh, I appreciate that.

Speaker speaker_5: Sure.

Speaker speaker_4: I, uh, I'm sorry this happened to you. Um, are there any other things I can help you with? Any other issues you're dealing with?

Speaker speaker_0: Uh, uh, right now I'm, I'm trying to find an apartment complex that will let me move in with my girlfriend and she's actually moving in with me right now. So we're looking for an apartment that has a security deposit of at least three months rent paid before. Anything else you need, just let me know.

Speaker speaker_4: Okay.

Speaker speaker_5: Anything else you need, let us know.

Speaker speaker_0: Not really. Uh, I mean, I'm looking for an apartment that has a security deposit of at least three months rent paid before anything else. Um, and then I'm also looking for an apartment where the owner is not going to be home a lot so I can just move in with my girlfriend and she's moving in with me right now. So we're looking for an apartment where the owner is not going to be home a lot, so we can just move in with her and then we can share all our belongings and stuff like that.

Speaker speaker_4: Okay. Well, I'm sure you'll be able to find something that fits your needs here in Chattanooga, Tennessee.

Speaker speaker_0: Yes, ma'am, I'm sure I will.

Speaker speaker_5: All right. Well, thank you so much for stopping by and letting us know what's going on. And um, hopefully we'll be able to help you out in any way that we can.

Speaker speaker_0: Sounds like a good idea. Yeah.

Speaker speaker_5: Awesome. Well, I appreciate you stopping by and letting us know what's going on.

Speaker speaker_0: Yeah, no problem.

Speaker speaker_5: And um, hopefully we'll be able to help you out in any way that we can.

Speaker speaker_0: Sounds like a good idea. Yeah.

Speaker speaker_5: Awesome. Well, I appreciate you stopping by.

Speaker speaker_0: No, thank you for having patience with me and I hope this helps you out.

Speaker speaker_5: Thank you.

Speaker speaker_4: All right, guys. Well, I appreciate you coming back here again. I appreciate the phone call. Um, are there any other issues I can help you with? Anything else you're concerned about? Anything else you're worried about?

Speaker speaker_0: Uh, uh, right now I'm, I'm trying to find an apartment complex that will let me move in with my girlfriend and she's actually moving in with me right now. So we're looking for an apartment that has a security deposit of at least three months rent paid before anything else. We're not sure if we're gonna be able to afford that. Um, and then I'm also looking for an apartment where the owner is not going to be home a lot, so we can just move in with her and she's moving in with me right now. So we're looking for an apartment where the owner of that building isn't going to be home a whole lot and we can just share all our belongings and stuff like that.

Speaker speaker_4: Okay. Well, I'm sure you'll be able to find something that fits your needs here in Chattanooga, Tennessee.

Speaker speaker_0: Yes, ma'am, I'm sure I will.

Speaker speaker_4: All right. Well, thank you so much for stopping by and letting us know what's going on. And um, hopefully we'll be able to help you out in any way that we can.

Speaker speaker_0: Sounds like a good idea. Yeah.

Speaker speaker_4: Awesome. Well, I appreciate you stopping by and letting us know what's going on.

Speaker speaker_0: Yeah, no problem.

Speaker speaker_4: And um, hopefully we'll be able to help you out in any way that we can.

Speaker speaker_0: Sounds like a good idea. Yeah.

Speaker speaker_4: Awesome. Well, I appreciate you stopping by.

Speaker speaker_0: No, thank you for having patience with me and I hope this helps you out.

Speaker speaker_5: Sure. Thank you for letting us know what's going on. Uh, are there any other things I can help you with? Anything else you're worried about? Anything else you're concerned about? Anything else you're wondering if we can help you with? Anything at all?

Speaker speaker_0: Uh, uh, right now I'm, I'm trying to find an apartment complex that will let me move in with my girlfriend and she's actually moving in with me right now. So we're looking for an apartment that has a security deposit of at least three months rent paid before anything else. We're not sure if we're going to be able to afford that. Um, and then I'm also looking for an apartment where the owner is not going to be home a lot, so we can just move in with her and she's moving in with me right now. So we're looking for an apartment where the owner of that building isn't going to be home a whole lot and then we can just share all our belongings and stuff like that.

Speaker speaker_4: Okay. Well, I'm sure you'll be able to find something that fits your needs here in Chattanooga, Tennessee.

Speaker speaker_0: Yes, I will be sure.

Speaker speaker_4: All right. Well, I appreciate you stopping by and letting us know what's going on. And um, hopefully we'll be able to help you out in any way that we can.

Speaker speaker_0: Sounds like a good idea. Yeah.

Speaker speaker_4: Awesome. Well, I appreciate you stopping by.

Speaker speaker_0: No, thank you for having patience with me and I hope this helps you out.

Speaker speaker_5: Sure. Thank you for letting us know what's going on. Uh, are there any other issues I can help you out with? Anything else you're worried about? Anything else you're concerned about? Anything else you're wondering if we can help you with? Anything at all?

Speaker speaker_6: Thank you for your hold, Mr. Turner. I will get back to you. Do you mind verifying that you got it? Um-

Speaker speaker_7: Oh, certainly.

Speaker speaker_6: ... your cards.

Speaker speaker_7: Let's see. Not yet.

Speaker speaker_6: Can you check your spam or-

Speaker speaker_7: Oh, wait. I got it.

Speaker speaker_6: If you-

Speaker speaker_7: Yeah, it's under a different one. Thank you. Let me go ahead and... Let me see. Yeah, I got the email.

Speaker speaker_6: Okay. So it should come from, it should come from info@benefitsinacard.com, and then I attached the three cards on there.

Speaker speaker_7: Let me see if I can... Yep, I see the cards.

Speaker speaker_6: All right.

Speaker speaker_7: Awesome. Thank you, so much.

Speaker speaker_6: You're welcome. Have a nice day.

Speaker speaker_7: You too, ma'am. Bye-bye.

Speaker speaker_6: Bye.