

## **Transcript: Estefania**

**Acevedo-5881125840928768-5686240231866368**

### **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? Uh, yes, my name is Ralph Templeton and I had just updated my plan like a week or so ago and added my daughter. And I was told I was supposed to get, um, an email with my virtual cards. I haven't seen anything yet. I was just wanting to make sure I didn't miss it or if it was emailed yet. Okay. I can check. Um, what's the staffing agency that you work with, the name? WorkSmart. And then what are the last four of your Social? 7071. Okay, thank you. And then for security purposes, could you please verify your address, as well as your date of birth for me? 19 Picardy Drive, Greenville, South Carolina 29605. Date of birth is June 26th, 1978. Is your phone number still 864-559-0525? Yes. And then I have your last name, re- Yes, Templeton. ... at... re- You said my last name, right? Yeah, your last name and then re@gmail.com. Is that up to date? Oh, yeah. That's my email. Yeah, that's right. Yeah, you're right. Yeah. Okay. Let me verify. Mm-hmm. Give me one second. Mm-hmm. I'm going to put you in a brief hold, okay? Okay. I think it's, um, 1:30. Yep. I'm just going to drop off here and then we'll... Okay. You're going through 0119. Okay, 0119. You're going to hold for 10 seconds. Hold for 10 seconds. Okay. That's it, your call is through. Okay. Everybody, we're gonna take off. Let us know- So I'm not in the clear yet? Can you see it? No? Pick up that phone. I'm about to start. Come on. Put it back. Yeah. Put it back on, baby. I think it's broken right now. Put it back. Put it back on. Try it again. Okay. You're going to hold for a little bit. You're going to have to stop. She'll try to make it. Be great. Doctor back. 400 miles. Try it again. Okay. Okay, thank you for your hold, sir. Hello? So, it look... Yes, sir. Thank you for your hold. Um, so it looks like your card isn't available yet. Um, I do have to email the front office because it looks like for the week that you got the deduction taken out, they only took out \$25. Your staffing agency only took out, deducted \$25.43 from your paycheck. Um, give me one second. Yes. Okay. Thank you for your hold. So your card isn't available yet. Um, so I'll leave myself a note for Thursday to follow-up to see if it's available. And if it is, I'll go ahead and email it to you. And I'm also gonna be sending out a email to the main office, because it looks like we actually received a payment of \$41.75. It was only supposed to be \$25.43. Mm-hmm. So Imma be doing that also, um, but I'll be following up with you on Thursday. Is that a good phone number to contact you at? Yes. Okay. And then as soon as I, um, get ahold of your card, I'll email it to that email on file. Is that a good email to send it to? Yeah. Okay. And then, I'll sh- I should be reaching out, okay? Back on Thursday. I hope- Okay, thank you. Thank you. I'll talk to you at that time. You're welcome. Have a nice day, sir. Thank you too. Bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Uh, yes, my name is Ralph Templeton and I had just updated my plan like a week or so ago and added my daughter. And I was told I was supposed to get, um, an email with my virtual cards. I haven't seen anything yet. I was just wanting to make sure I didn't miss it or if it was emailed yet.

Speaker speaker\_1: Okay. I can check. Um, what's the staffing agency that you work with, the name?

Speaker speaker\_2: WorkSmart.

Speaker speaker\_1: And then what are the last four of your Social?

Speaker speaker\_2: 7071.

Speaker speaker\_1: Okay, thank you. And then for security purposes, could you please verify your address, as well as your date of birth for me?

Speaker speaker\_2: 19 Picardy Drive, Greenville, South Carolina 29605. Date of birth is June 26th, 1978.

Speaker speaker\_1: Is your phone number still 864-559-0525?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then I have your last name, re-

Speaker speaker\_2: Yes, Templeton.

Speaker speaker\_1: ... at... re-

Speaker speaker\_2: You said my last name, right?

Speaker speaker\_1: Yeah, your last name and then re@gmail.com. Is that up to date?

Speaker speaker\_2: Oh, yeah. That's my email. Yeah, that's right. Yeah, you're right. Yeah.

Speaker speaker\_1: Okay. Let me verify.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Give me one second.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: I'm going to put you in a brief hold, okay?

Speaker speaker\_2: Okay. I think it's, um, 1:30.

Speaker speaker\_3: Yep. I'm just going to drop off here and then we'll...

Speaker speaker\_4: Okay.

Speaker speaker\_5: You're going through 0119.

Speaker speaker\_4: Okay, 0119.

Speaker speaker\_6: You're going to hold for 10 seconds.

Speaker speaker\_4: Hold for 10 seconds.

Speaker speaker\_6: Okay. That's it, your call is through. Okay.

Speaker speaker\_7: Everybody, we're gonna take off. Let us know-

Speaker speaker\_4: So I'm not in the clear yet? Can you see it? No? Pick up that phone.

Speaker speaker\_8: I'm about to start.

Speaker speaker\_4: Come on. Put it back. Yeah. Put it back on, baby. I think it's broken right now. Put it back. Put it back on. Try it again. Okay. You're going to hold for a little bit. You're going to have to stop. She'll try to make it. Be great. Doctor back. 400 miles. Try it again. Okay.

Speaker speaker\_1: Okay, thank you for your hold, sir.

Speaker speaker\_4: Hello?

Speaker speaker\_1: So, it look... Yes, sir. Thank you for your hold. Um, so it looks like your card isn't available yet. Um, I do have to email the front office because it looks like for the week that you got the deduction taken out, they only took out \$25. Your staffing agency only took out, deducted \$25.43 from your paycheck. Um, give me one second.

Speaker speaker\_4: Yes.

Speaker speaker\_1: Okay. Thank you for your hold. So your card isn't available yet. Um, so I'll leave myself a note for Thursday to follow-up to see if it's available. And if it is, I'll go ahead and email it to you. And I'm also gonna be sending out a email to the main office, because it looks like we actually received a payment of \$41.75. It was only supposed to be \$25.43.

Speaker speaker\_4: Mm-hmm.

Speaker speaker\_1: So Imma be doing that also, um, but I'll be following up with you on Thursday. Is that a good phone number to contact you at?

Speaker speaker\_4: Yes.

Speaker speaker\_1: Okay. And then as soon as I, um, get ahold of your card, I'll email it to that email on file. Is that a good email to send it to?

Speaker speaker\_4: Yeah.

Speaker speaker\_1: Okay. And then, I'll sh- I should be reaching out, okay? Back on Thursday. I hope-

Speaker speaker\_4: Okay, thank you. Thank you.

Speaker speaker\_1: I'll talk to you at that time. You're welcome. Have a nice day, sir.

Speaker speaker\_4: Thank you too.

Speaker speaker\_5: Bye.

Speaker speaker\_4: Bye.