

## **Transcript: Estefania**

**Acevedo-6032822347186176-5774964523220992**

### **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? Hey, Stephanie. I got a phone call from you guys. Um, we're the healthcare administrators for staff and agencies, so it most likely has to do regarding your benefits. Um... Okay. What staff and agency do you work with? Uh, none. I was looking for a job, ma'am. Have you applied with one of them? No, never. Oh, okay. Um, give me one second. Let me see if I can- Okay. ... Okay, because if you recently applied with a staffing agency and maybe filled out like an enrollment form, most likely- Yep. ... it's regarding that. Oh. But I wouldn't know to remember which one it was for just because we do administrate different agencies. Okay. Did they leave like a voicemail maybe? Yes, ma'am. Let me call you back and I could listen to the voicemail and see what- Okay. ... they're saying. Gotcha. Okay. Mm-hmm. Yeah, that's fine. Okay. Thank you. Yes, sir. Bye-bye. Be well.

### **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: Hey, Stephanie. I got a phone call from you guys.

Speaker speaker\_1: Um, we're the healthcare administrators for staff and agencies, so it most likely has to do regarding your benefits. Um...

Speaker speaker\_2: Okay.

Speaker speaker\_1: What staff and agency do you work with?

Speaker speaker\_2: Uh, none. I was looking for a job, ma'am.

Speaker speaker\_1: Have you applied with one of them?

Speaker speaker\_2: No, never.

Speaker speaker\_1: Oh, okay. Um, give me one second. Let me see if I can-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... Okay, because if you recently applied with a staffing agency and maybe filled out like an enrollment form, most likely-

Speaker speaker\_2: Yep.

Speaker speaker\_1: ... it's regarding that.

Speaker speaker\_2: Oh.

Speaker speaker\_1: But I wouldn't know to remember which one it was for just because we do administrate different agencies.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Did they leave like a voicemail maybe?

Speaker speaker\_2: Yes, ma'am. Let me call you back and I could listen to the voicemail and see what-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... they're saying.

Speaker speaker\_1: Gotcha. Okay.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Yeah, that's fine.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Bye-bye.

Speaker speaker\_1: Be well.