

## **Transcript: Estefania**

**Acevedo-6121778390024192-5891686422331392**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello, this is Eric. Hey, good morning. I'm calling from Benefits in a Card on behalf of Partners Personnel. I'm looking to speak with Mr. Eric. Speaking. Hey, um, good morning. I'm calling because we spoke yesterday. You called because you were trying to add your dependents into your 3RF and you were getting that error. Yes. I was just calling to let you know that the main office responded and it looks like they have fixed that. Okay, I appreciate you calling me back. Uh-huh. So I just wanted to call to let you know. If you have any other issues, you're welcome to give us a call. We're open from 8:00 AM up until 8:00 PM Eastern Time. But that's been fixed already. Okay. Thank you. Okay. You're welcome. Have a nice day. You too. Bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Hello, this is Eric.

Speaker speaker\_2: Hey, good morning. I'm calling from Benefits in a Card on behalf of Partners Personnel. I'm looking to speak with Mr. Eric.

Speaker speaker\_1: Speaking.

Speaker speaker\_2: Hey, um, good morning. I'm calling because we spoke yesterday. You called because you were trying to add your dependents into your 3RF and you were getting that error.

Speaker speaker\_1: Yes.

Speaker speaker\_2: I was just calling to let you know that the main office responded and it looks like they have fixed that.

Speaker speaker\_1: Okay, I appreciate you calling me back.

Speaker speaker\_2: Uh-huh. So I just wanted to call to let you know. If you have any other issues, you're welcome to give us a call. We're open from 8:00 AM up until 8:00 PM Eastern Time. But that's been fixed already.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_2: Okay. You're welcome. Have a nice day.

Speaker speaker\_1: You too. Bye.

Speaker speaker\_2: Bye.