

## **Transcript: Estefania**

**Acevedo-6432570185138176-5533018989051904**

### **Full Transcript**

... has been forwarded to an automated voice message system. Your call may be monitored or recorded for quality assurance purposes. You have reached 559-0525. I'm not able to take your call right now. Leave your name, number and a message, and I'll get back to you as soon as possible. Thank you. ... is not available. At the tone, please record your message. When you have finished recording, you may hang up or press one for more options. Hey, good afternoon. I'm calling from Benefits Center Cards on behalf of the WorkSmart, INC. Um, I'm looking to contact Ralph regarding your refund for your overcharge. So, I was just calling t- to reach back out to you to let you know that the main office worked on it, and you have been refunded for that overcharge. Um, if you have any questions, you're welcome to give us a call at 497-8485 6. Um, but I was just calling to let you know that that has been taken care of, just in case you had any questions. Um, you're welcome to give us a call. We're open from 8:00 AM up until 8:00 PM Eastern time. Thank you.

### **Conversation Format**

Speaker speaker\_0: ... has been forwarded to an automated voice message system.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: You have reached 559-0525. I'm not able to take your call right now. Leave your name, number and a message, and I'll get back to you as soon as possible. Thank you.

Speaker speaker\_0: ... is not available. At the tone, please record your message. When you have finished recording, you may hang up or press one for more options.

Speaker speaker\_3: Hey, good afternoon. I'm calling from Benefits Center Cards on behalf of the WorkSmart, INC. Um, I'm looking to contact Ralph regarding your refund for your overcharge. So, I was just calling t- to reach back out to you to let you know that the main office worked on it, and you have been refunded for that overcharge. Um, if you have any questions, you're welcome to give us a call at 497-8485 6. Um, but I was just calling to let you know that that has been taken care of, just in case you had any questions. Um, you're welcome to give us a call. We're open from 8:00 AM up until 8:00 PM Eastern time. Thank you.