

## **Transcript: Estefania**

**Acevedo-6442956838977536-5525927298646016**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. I'm calling from Benefits in a Card on behalf of Focus Workforce Management. Um, could I speak to Miss Galvan? Yeah, that's me. Oh, hey, good afternoon. I'm calling to actually ask you, um, what card did you need us to request? Was it your dental, vision, or your medical cards? Medical card. Your medical card? Yeah. Okay. I was just calling to make sure. Um, thank you. I'm going to go ahead and put a request for it. Is it still going to 1004 Summersville Drive? Yeah. In Kentucky? Okay, thank you, ma'am. Thank you. Uh-huh. Have a nice day. Mm-hmm. You too. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Good afternoon. I'm calling from Benefits in a Card on behalf of Focus Workforce Management. Um, could I speak to Miss Galvan?

Speaker speaker\_2: Yeah, that's me.

Speaker speaker\_1: Oh, hey, good afternoon. I'm calling to actually ask you, um, what card did you need us to request? Was it your dental, vision, or your medical cards?

Speaker speaker\_2: Medical card.

Speaker speaker\_1: Your medical card?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. I was just calling to make sure. Um, thank you. I'm going to go ahead and put a request for it. Is it still going to 1004 Summersville Drive?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: In Kentucky? Okay, thank you, ma'am.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Uh-huh. Have a nice day.

Speaker speaker\_2: Mm-hmm. You too. Bye.