

## **Transcript: Estefania**

**Acevedo-6447582829035520-6113800519368704**

### **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? Yes. Um, I'm having trouble logging in to my account. What account? Which one? My VISION. Your Visa? VISION. Okay. So, I wouldn't be able to help you logging in to your VISION, um, account. What is it telling you? Mm.

### **Conversation Format**

Speaker speaker\_0: 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?

Speaker speaker\_1: Yes. Um, I'm having trouble logging in to my account.

Speaker speaker\_0: What account? Which one?

Speaker speaker\_1: My VISION.

Speaker speaker\_0: Your Visa?

Speaker speaker\_1: VISION.

Speaker speaker\_0: Okay. So, I wouldn't be able to help you logging in to your VISION, um, account. What is it telling you?

Speaker speaker\_1: Mm.