

Transcript: Estefania

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Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Hey, j-... on behalf of the WorkSmart, Inc. Um, I spoke with you yesterday regarding ordering your general and VIP Classic card. I was just calling you back. Um, I got an email back from... Hello? Yes. Go ahead. Um, I got an email again from the carriers who make that... those cards, and apparently the group, WorkSmart, Inc., um, said that their group can only get, um, the documents via email. So they're unable to send you a physical card. I just wanted to let you know about that so that you're not, like, waiting on them. So if I was to, like, go to the hospital and they ask me to show them their email? Yes, ma'am. 'Cause those... 'cause that card that's sent to your email is, um, what they take. I would just show them your, um, your email 'cause those are your cards, but they're just via email. So digitally. All right. All right, that's fine. Thank you. You're welcome. I hope you have a great day. Sorry for that. Oh, you're good.

Conversation Format

Speaker speaker_0: Hello. Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hey, j-... on behalf of the WorkSmart, Inc. Um, I spoke with you yesterday regarding ordering your general and VIP Classic card. I was just calling you back. Um, I got an email back from... Hello?

Speaker speaker_2: Yes. Go ahead.

Speaker speaker_0: Um, I got an email again from the carriers who make that... those cards, and apparently the group, WorkSmart, Inc., um, said that their group can only get, um, the documents via email. So they're unable to send you a physical card. I just wanted to let you know about that so that you're not, like, waiting on them.

Speaker speaker_2: So if I was to, like, go to the hospital and they ask me to show them their email?

Speaker speaker_0: Yes, ma'am. 'Cause those... 'cause that card that's sent to your email is, um, what they take. I would just show them your, um, your email 'cause those are your cards, but they're just via email. So digitally.

Speaker speaker_2: All right. All right, that's fine. Thank you.

Speaker speaker_0: You're welcome. I hope you have a great day. Sorry for that.

Speaker speaker_2: Oh, you're good.