

## Transcript: Estefania

**Acevedo-6637915643625472-5137890128216064**

### Full Transcript

Thank you for calling Buddha Foot & Hip Card. My name is Stephanie. How can I assist you? Yeah. Stephanie, I had a missed call from, uh, Victoria. Um, is there any way you can transfer me to her? Um, yes. Give me one second. Okay. Uh, what type of agency do you work for, I'm sorry, so I can pull your file up? I was working for BJSS. And then what are the last four of your Social? 8395. Okay, thank you. Give me one second. What's your first and last name? I'm sorry. Robert Hernandez. . She might be a little busy right now. Is there something I can help you with? Well, uh, I was just returning the card. I don't, I don't know what it was. I think it was a medical card. Okay, um. So, I, I can help you with that, um... Okay. Can you verify your address and date of birth? Uh, date of birth's 7/28/73 and address would be 404 18th Street in Greeley, Colorado, 80631. Repeat that address again. 404 18th Street in Greeley, Colorado 80631. Mm, have a different address. Did you move? Uh, the... Yes, I moved. What was the old address? Um, I think it was 1940 3rd Street. Okay. And then the, your date of birth? 7/28/73. It looks like they called you because they tried to send, um, uh, we got a non-deliverable address. Okay. Okay, give me the, your new address. It's 404... Mm-hmm. ... 18th Street. Mm-hmm. Greed- Greeley, Greeley, Colorado. Mm-hmm. 80631. Okay, thank you, you, you. Give me one second. Okay, and then your phone number's still the 970-786-1113? I'm sorry, 113- 1133, yeah. All right, yeah. It looks like that was the reason for the missed call, and we had your old address, so they weren't able to deliver something. So I'm gonna go ahead and let them know that that has been updated. Hello? Hello? Can you hear me? Hello? Are you still there, sir? Hello? Hello? Yes, sorry. Uh, uh, it's okay. Um, I was gonna let you know that I'll let them know that that address is up to date. Okay. And, uh, what are they sending? Well, it's a package regarding the medical cards or what? Uh, yeah, most likely it was, and that's old address doesn't mean they deliver that. Okay, okay. Sounds good. Well, okay. Thank you so much. You're welcome. Um, I was also gonna inform you... Yes. ... that if you need them electronically, we could always send them as well to your email while you wait on those. Okay, sure. Yeah, okay. Is that a good email, the Robert... Hernandez2873... D Hernandez... I have robertdhernandez2873@gmail.com. Uh, no, it's roberthernandez2873@gmail.com. Okay. So not the Z? No. Okay, let me take that off. Okay, um, if you don't mind holding while I send those, just so that I'm sure that you did receive them. Okay. Is that okay? Yes. That's fine. I'll be right back. I'm gonna put this on hold. Oh, okay. And you said that, that zip code was 80631, right? Yes. Okay. Thank you, just making sure. All right, sir. I don't know if you can verify if you received that card. It should come from a email that says info@benefitsinacard.com. And then that's the same card that you're gonna get mailed out to you. Okay. Yes, I got it. All right. Do you need any other assistance? No, ma'am. That's pretty much it. Okay. Have a nice day. You too. Thank you. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Buddha Foot & Hip Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yeah. Stephanie, I had a missed call from, uh, Victoria. Um, is there any way you can transfer me to her?

Speaker speaker\_0: Um, yes. Give me one second.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Uh, what type of agency do you work for, I'm sorry, so I can pull your file up?

Speaker speaker\_1: I was working for BJSS.

Speaker speaker\_0: And then what are the last four of your Social?

Speaker speaker\_1: 8395.

Speaker speaker\_0: Okay, thank you. Give me one second. What's your first and last name? I'm sorry.

Speaker speaker\_1: Robert Hernandez. .

Speaker speaker\_0: She might be a little busy right now. Is there something I can help you with?

Speaker speaker\_1: Well, uh, I was just returning the card. I don't, I don't know what it was. I think it was a medical card.

Speaker speaker\_0: Okay, um. So, I, I can help you with that, um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: Can you verify your address and date of birth?

Speaker speaker\_1: Uh, date of birth's 7/28/73 and address would be 404 18th Street in Greeley, Colorado, 80631.

Speaker speaker\_0: Repeat that address again.

Speaker speaker\_1: 404 18th Street in Greeley, Colorado 80631.

Speaker speaker\_0: Mm, have a different address. Did you move?

Speaker speaker\_1: Uh, the... Yes, I moved.

Speaker speaker\_0: What was the old address?

Speaker speaker\_1: Um, I think it was 1940 3rd Street.

Speaker speaker\_0: Okay. And then the, your date of birth?

Speaker speaker\_1: 7/28/73.

Speaker speaker\_0: It looks like they called you because they tried to send, um, uh, we got a non-deliverable address.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay, give me the, your new address.

Speaker speaker\_1: It's 404...

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... 18th Street.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Greed- Greeley, Greeley, Colorado.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: 80631.

Speaker speaker\_0: Okay, thank you, you, you. Give me one second. Okay, and then your phone number's still the 970-786-1113? I'm sorry, 113-

Speaker speaker\_1: 1133, yeah.

Speaker speaker\_0: All right, yeah. It looks like that was the reason for the missed call, and we had your old address, so they weren't able to deliver something. So I'm gonna go ahead and let them know that that has been updated. Hello? Hello? Can you hear me? Hello? Are you still there, sir?

Speaker speaker\_1: Hello?

Speaker speaker\_0: Hello?

Speaker speaker\_1: Yes, sorry.

Speaker speaker\_0: Uh, uh, it's okay. Um, I was gonna let you know that I'll let them know that that address is up to date.

Speaker speaker\_1: Okay. And, uh, wha- what are they sending? Well, it's a package regarding the medical cards or what?

Speaker speaker\_0: Uh, yeah, most likely it was, and that's old address doesn't mean they deliver that.

Speaker speaker\_1: Okay, okay. Sounds good. Well, okay. Thank you so much.

Speaker speaker\_0: You're welcome. Um, I was also gonna inform you...

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... that if you need them electronically, we could always send them as well to your email while you wait on those.

Speaker speaker\_1: Okay, sure.

Speaker speaker\_0: Yeah, okay. Is that a good email, the Robert...

Speaker speaker\_1: Hernandez2873...

Speaker speaker\_0: D Hernandez... I have robertdhernandez2873@gmail.com.

Speaker speaker\_1: Uh, no, it's roberthernandez2873@gmail.com.

Speaker speaker\_0: Okay. So not the Z?

Speaker speaker\_2: No.

Speaker speaker\_0: Okay, let me take that off. Okay, um, if you don't mind holding while I send those, just so that I'm sure that you did receive them.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Is that okay?

Speaker speaker\_2: Yes. That's fine.

Speaker speaker\_0: I'll be right back. I'm gonna put this on hold.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_0: And you said that, that zip code was 80631, right?

Speaker speaker\_2: Yes.

Speaker speaker\_0: Okay. Thank you, just making sure. All right, sir. I don't know if you can verify if you received that card. It should come from a email that says info@benefitsinacard.com. And then that's the same card that you're gonna get mailed out to you.

Speaker speaker\_2: Okay. Yes, I got it.

Speaker speaker\_0: All right. Do you need any other assistance?

Speaker speaker\_2: No, ma'am. That's pretty much it.

Speaker speaker\_0: Okay. Have a nice day.

Speaker speaker\_2: You too. Thank you. Bye-bye.

Speaker speaker\_0: Bye.