

## **Transcript: Estefania**

**Acevedo-6716397506052096-6609578985046016**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yeah, hi, my name is Steve, calling from prior office. How can I help you? I want to check the credit status. Okay, what's the member's first and last name? Yeah. The member's first name is Alfredo and the last name is Ramirez. The date of birth is October 21 of 1970. Okay, thank you. You said last name was Ramirez? Yes. Okay. Can you spell that last name? That is R as in Romeo, E as in elephant, M as in mango, I as in igloo, R as in Romeo, E as in echo, Z as in zebra. Okay, thank you. And their date of birth? Date of birth is October 21 of 1970. Are they the policyholder? Sorry? Are they the policyholder or a dependent? The policyholder.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yeah, hi, my name is Steve, calling from prior office.

Speaker speaker\_0: How can I help you?

Speaker speaker\_1: I want to check the credit status.

Speaker speaker\_0: Okay, what's the member's first and last name?

Speaker speaker\_1: Yeah. The member's first name is Alfredo and the last name is Ramirez. The date of birth is October 21 of 1970.

Speaker speaker\_0: Okay, thank you. You said last name was Ramirez?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Can you spell that last name?

Speaker speaker\_1: That is R as in Romeo, E as in elephant, M as in mango, I as in igloo, R as in Romeo, E as in echo, Z as in zebra.

Speaker speaker\_0: Okay, thank you. And their date of birth?

Speaker speaker\_1: Date of birth is October 21 of 1970.

Speaker speaker\_0: Are they the policyholder?

Speaker speaker\_1: Sorry?

Speaker speaker\_0: Are they the policyholder or a dependent?

Speaker speaker\_1: The policyholder.