

## **Transcript: Francesca**

**Baez-4679637518467072-5785094354059264**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in Accra. My name is Francesca. How can I assist you today? Yeah, my son works at Children's Place and he's been working there since April 1st and he's not yet received a card from y'all. He didn't even know insurance was coming out and he's working six days a week and he don't ever have time to call and I was just wanting to see if you'll send him an insurance card. Unfortunately ma'am, legally speaking, we won't be able to. If there's any chance even on a break that he can call with you on the phone- What time? ... on a freeway call port, tell them. What time do y'all close? We're open 8:00 AM to- What time y'all close? Open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. 8:00 PM? Yes, ma'am. 8:00 to 8:00. Okay. All right. Yeah, I'll tell him then. All right, have a wonderful day. Uh, thank you. You're welcome. Yeah.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits in Accra. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Yeah, my son works at Children's Place and he's been working there since April 1st and he's not yet received a card from y'all. He didn't even know insurance was coming out and he's working six days a week and he don't ever have time to call and I was just wanting to see if you'll send him an insurance card.

Speaker speaker\_1: Unfortunately ma'am, legally speaking, we won't be able to. If there's any chance even on a break that he can call with you on the phone-

Speaker speaker\_2: What time?

Speaker speaker\_1: ... on a freeway call port, tell them.

Speaker speaker\_2: What time do y'all close?

Speaker speaker\_1: We're open 8:00 AM to-

Speaker speaker\_2: What time y'all close?

Speaker speaker\_1: Open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time.

Speaker speaker\_2: 8:00 PM?

Speaker speaker\_1: Yes, ma'am. 8:00 to 8:00.

Speaker speaker\_2: Okay. All right. Yeah, I'll tell him then.

Speaker speaker\_1: All right, have a wonderful day.

Speaker speaker\_2: Uh, thank you.

Speaker speaker\_1: You're welcome.

Speaker speaker\_2: Yeah.