

## **Transcript: Franchesca**

**Baez-5088840814870528-4910947161784320**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yes, I was looking in my records where I had just activated my account, and it is showing my children listed on there. Okay. Both of them listed twice. Okay. And of those two, I've got a daughter and a son. The incorrect record has my son listed as a female, and then the second record of my daughter has her listed as a male. All right, ma'am, and how can we assist you for the purpose of the call being recorded, please? How do I get those two removed from that account? I can take a look and see if I can do it on my end. Which staffing company do you work with? SST. And the last four of the Social? 4550. And the last name? O'Brien. For the purpose of the line being recorded, can you please verify your mailing address for me and your date of birth? 18815 Oakway Drive, Spring, Texas 77388. And do you need my birthday or my husband's birthday? How... Is this not your account, ma'am? Uh, well, the benefits are in my husband's name. Okay, so I actually need to speak with him. Okay, thank you. Of course.

### **Conversation Format**

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

Speaker speaker\_1: Yes, I was looking in my records where I had just activated my account, and it is showing my children listed on there.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Both of them listed twice.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And of those two, I've got a daughter and a son. The incorrect record has my son listed as a female, and then the second record of my daughter has her listed as a male.

Speaker speaker\_0: All right, ma'am, and how can we assist you for the purpose of the call being recorded, please?

Speaker speaker\_1: How do I get those two removed from that account?

Speaker speaker\_0: I can take a look and see if I can do it on my end. Which staffing company do you work with?

Speaker speaker\_1: SST.

Speaker speaker\_0: And the last four of the Social?

Speaker speaker\_1: 4550.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: O'Brien.

Speaker speaker\_0: For the purpose of the line being recorded, can you please verify your mailing address for me and your date of birth?

Speaker speaker\_1: 18815 Oakway Drive, Spring, Texas 77388. And do you need my birthday or my husband's birthday?

Speaker speaker\_0: How... Is this not your account, ma'am?

Speaker speaker\_1: Uh, well, the benefits are in my husband's name.

Speaker speaker\_0: Okay, so I actually need to speak with him.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Of course.