

## **Transcript: Franchesca**

**Baez-5440438930948096-4787364591747072**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Ariel, how can I help you? Yes, hello, Ariel. My name is Francesca. I was calling in 'cause I have a member that needs to be transferred to rebook an missed appointment. Okay, uh, let me take a look here. What is the last name? Um, bear with me one moment. He didn't provide me any of that information. Um, okay.

### **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 a Card. This is Ariel, how can I help you?

Speaker speaker\_2: Yes, hello, Ariel. My name is Francesca. I was calling in 'cause I have a member that needs to be transferred to rebook an missed appointment.

Speaker speaker\_1: Okay, uh, let me take a look here. What is the last name?

Speaker speaker\_2: Um, bear with me one moment. He didn't provide me any of that information.

Speaker speaker\_1: Um, okay.