

## **Transcript: Francesca**

**Baez-5707545180061696-6570618723975168**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits in a Card. I'm calling on behalf of Partners Personal to speak with Ms. Demeska. Adrian Demeska? Yes, ma'am. Yes. All right. We're giving you a call in regards to the text message that you received at 3:00 PM. I'm a bit confused by what you replied. You said something about, "Why am I check it? I've been involved ... the money." So we're just calling to see if you needed any clarification in regards to the message you received? Yeah. The money's not available in the card. Every time when I check the card, the money is not there. They give me the... account. Okay. So you have to speak with Partners Personal in regards to that. As that text message stated, it is in regards to the benefits, the health insurance they offered. Oh. So we wouldn't be able to assist you with that, unfortunately. Oh. Well, they have just a number to contact for the- Yes, ma'am. ... Partners Card? Okay. All right. Thank you. You're welcome. Thank you for taking the call. Have a great day. You too. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Good afternoon. My name is Francesca with Benefits in a Card. I'm calling on behalf of Partners Personal to speak with Ms. Demeska.

Speaker speaker\_2: Adrian Demeska?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. We're giving you a call in regards to the text message that you received at 3:00 PM. I'm a bit confused by what you replied. You said something about, "Why am I check it? I've been involved ... the money." So we're just calling to see if you needed any clarification in regards to the message you received?

Speaker speaker\_2: Yeah. The money's not available in the card. Every time when I check the card, the money is not there. They give me the... account.

Speaker speaker\_1: Okay. So you have to speak with Partners Personal in regards to that. As that text message stated, it is in regards to the benefits, the health insurance they offered.

Speaker speaker\_2: Oh.

Speaker speaker\_1: So we wouldn't be able to assist you with that, unfortunately.

Speaker speaker\_2: Oh. Well, they have just a number to contact for the-

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: ... Partners Card? Okay. All right. Thank you.

Speaker speaker\_1: You're welcome. Thank you for taking the call. Have a great day.

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