

## Transcript: Francesca

**Baez-5731422175543296-5619144549777408**

### Full Transcript

Good morning. Thank you for calling for your, um, benefits, en- card. My name is Francesca. How can I assist you today? Yes, ma'am. I need to, uh, get my insurance cards mailed to me p- please. Okay. What's that be company do you work with? Uh, Surge. What are the last four digits of your Social Security number? 7993. Could you please verify your mailing address and date of birth to make sure I have the right account in front of me? It's 3547 Gilliland Extension, Gainesville, Georgia 30507. I'm sorry, we're still missing a date of birth, please. Oh, 04/03/84. No, I called, like, three weeks ago to have them mailed out and they never showed up, so hopefully we can get it done this time. Okay. We have the best phone number to- They should have emailed me some, uh... some electronic, uh, cards, but I never got them either. Okay. We have the best phone number to reach you down as 678-509-4881. Correct. And we have your email down as jasonnd84@yahoo.com. Correct. All right. Bear with me one moment while I place you on hold and get ahold of your benefit card. So I'll be right back. Okay. Thank you. Please hold. You're welcome. Bear with me one moment, Mr. Moore. And the system's taking a little bit longer too though, I apologize. Okay. All right, please hold. Mm-hmm. I'm gonna fuck her forever. I apologize, Mr. ... for the long hold. I was taking a look and just see what happened with the last mail order. For the history of that- Yeah. ... benefi- as well as the note that was sent to your account, last time when you called in on the fifth of this month, they did not send in the request because the system was down. They only send you the digital copy- Yeah. ... to your email. So I already put in the mail request. Okay. It should take the longest three days to get to you. Okay. And I also sent the digital copy to the email and filed. Okay. Well, thank you for all your help. Of course, thank you for your patience. Is there anything else we can assist you with today? No, ma'am. That's it. All right, I hope you have a wonderful rest of your day. Thank you for your time today in allowing us to assist you. Thank you, too. Bye. Bye.

### Conversation Format

Speaker speaker\_0: Good morning. Thank you for calling for your, um, benefits, en- card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Yes, ma'am. I need to, uh, get my insurance cards mailed to me p- please.

Speaker speaker\_0: Okay. What's that be company do you work with?

Speaker speaker\_1: Uh, Surge.

Speaker speaker\_0: What are the last four digits of your Social Security number?

Speaker speaker\_1: 7993.

Speaker speaker\_0: Could you please verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker\_1: It's 3547 Gilliland Extension, Gainesville, Georgia 30507.

Speaker speaker\_0: I'm sorry, we're still missing a date of birth, please.

Speaker speaker\_1: Oh, 04/03/84. No, I called, like, three weeks ago to have them mailed out and they never showed up, so hopefully we can get it done this time.

Speaker speaker\_0: Okay. We have the best phone number to-

Speaker speaker\_1: They should have emailed me some, uh... some electronic, uh, cards, but I never got them either.

Speaker speaker\_0: Okay. We have the best phone number to reach you down as 678-509-4881.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And we have your email down as jasonnd84@yahoo.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right. Bear with me one moment while I place you on hold and get ahold of your benefit card. So I'll be right back.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Thank you. Please hold.

Speaker speaker\_1: You're welcome.

Speaker speaker\_0: Bear with me one moment, Mr. Moore. And the system's taking a little bit longer too though, I apologize.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right, please hold.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: I'm gonna fuck her forever.

Speaker speaker\_0: I apologize, Mr. ... for the long hold. I was taking a look and just see what happened with the last mail order. For the history of that-

Speaker speaker\_2: Yeah.

Speaker speaker\_0: ... benefi- as well as the note that was sent to your account, last time when you called in on the fifth of this month, they did not send in the request because the

system was down. They only send you the digital copy-

Speaker speaker\_2: Yeah.

Speaker speaker\_0: ... to your email. So I already put in the mail request.

Speaker speaker\_2: Okay.

Speaker speaker\_0: It should take the longest three days to get to you.

Speaker speaker\_2: Okay.

Speaker speaker\_0: And I also sent the digital copy to the email and filed.

Speaker speaker\_2: Okay. Well, thank you for all your help.

Speaker speaker\_0: Of course, thank you for your patience. Is there anything else we can assist you with today?

Speaker speaker\_2: No, ma'am. That's it.

Speaker speaker\_0: All right, I hope you have a wonderful rest of your day. Thank you for your time today in allowing us to assist you.

Speaker speaker\_2: Thank you, too. Bye.

Speaker speaker\_0: Bye.