

Transcript: Franchesca

Baez-5822513087037440-6021556635484160

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, sir. My name is Francesca. How can I assist you today? Yes, ma'am. This is Rodante Edwards and I was calling about my, uh, benefits cards. I never received them. What staffing company do you work with? MAU Workforce Solutions in Paris, Texas. And what are the last four of your social? 2854. For security purposes, please verify your mailing address and date of birth. September 25th, 1993. And the address is, uh, I think it's 657 Southwest Street, Apartment 217. So we don't have the apartment number and we have it down as 6507 Southwest Street. Is that correct? Yes, ma'am and the apartment number is 217. We have that phone number to contact, 903-495-9596. Yep. My card in your car. Uh-huh. And we have your email down- He's off his angel. Ma'am? Yes, sir. I was just verifying we have your email down as... Rodante Edwards. Rodantesnumber2@gmail.com. Yes, sir? Yep. Sir, I'm not able to submit a request for another mail order on your benefit cards just due to the policy that those carriers have. It has to be three months after the last one was sent which was on the 18th of October. I can provide you digital copies of those benefit cards instead if you would like. Oh, you can send them to my email? Yes, sir. Oh, yeah, that'll work as long as I have 'em. Okay. Let me place in a quick hold while I download them. I'll be right back. All right. Thank you. Thank you so much for holding, sir. I have sent your three PDF files of your benefit cards to your email from our office email, which is info@benefitsinnocard.com. It will be titled ID Card. All right. Was there anything else we can do for you aside from those benefit cards? No, ma'am. That was all I was needing help with. All right. I hope you have a wonderful rest of your day. Thank you for your time today. You too. Thank you. My pleasure. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello, sir. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, ma'am. This is Rodante Edwards and I was calling about my, uh, benefits cards. I never received them.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: MAU Workforce Solutions in Paris, Texas.

Speaker speaker_1: And what are the last four of your social?

Speaker speaker_2: 2854.

Speaker speaker_1: For security purposes, please verify your mailing address and date of birth.

Speaker speaker_2: September 25th, 1993. And the address is, uh, I think it's 657 Southwest Street, Apartment 217.

Speaker speaker_1: So we don't have the apartment number and we have it down as 6507 Southwest Street. Is that correct?

Speaker speaker_2: Yes, ma'am and the apartment number is 217.

Speaker speaker_1: We have that phone number to contact, 903-495-9596.

Speaker speaker_2: Yep.

Speaker speaker_3: My card in your car.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: And we have your email down-

Speaker speaker_3: He's off his angel.

Speaker speaker_2: Ma'am?

Speaker speaker_1: Yes, sir. I was just verifying we have your email down as...

Speaker speaker_2: Rodante Edwards.

Speaker speaker_1: Rodantesnumber2@gmail.com. Yes, sir?

Speaker speaker_2: Yep.

Speaker speaker_1: Sir, I'm not able to submit a request for another mail order on your benefit cards just due to the policy that those carriers have. It has to be three months after the last one was sent which was on the 18th of October. I can provide you digital copies of those benefit cards instead if you would like.

Speaker speaker_2: Oh, you can send them to my email?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Oh, yeah, that'll work as long as I have 'em.

Speaker speaker_1: Okay. Let me place in a quick hold while I download them. I'll be right back.

Speaker speaker_2: All right.

Speaker speaker_1: Thank you. Thank you so much for holding, sir. I have sent your three PDF files of your benefit cards to your email from our office email, which is info@benefitsinnocard.com. It will be titled ID Card.

Speaker speaker_2: All right.

Speaker speaker_1: Was there anything else we can do for you aside from those benefit cards?

Speaker speaker_2: No, ma'am. That was all I was needing help with.

Speaker speaker_1: All right. I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: My pleasure. Bye-bye.