

Transcript: Francesca

Baez-5864088898945024-5990330067369984

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits in a Card, looking to speak with Mr. Paul on behalf of Surge Staffing. Hi, this is Kai. Good afternoon, sir. We're calling in regards to your Benefit Card. It was returned back due to an insufficient address. Say again? A what? Yes, sir. Your Benefit Card was returned back due to an insufficient address. So we're calling- Oh. ... to verify, so we can send that to you. Okay. Um... Oh, well, I don't, I don't work for Surge anymore so I don't think I really need the Benefits Card, but if you need to I can, um, I can give you an address. That's actually fine. I'll request for them to destroy it since you're no longer working with them. The policy will cancel itself in three more weeks. Okay. No problem. Thank you. Well, yeah. Thank you. Thank you for taking my call. Have a good one. No problem. Thank you. 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, looking to speak with Mr. Paul on behalf of Surge Staffing.

Speaker speaker_2: Hi, this is Kai.

Speaker speaker_1: Good afternoon, sir. We're calling in regards to your Benefit Card. It was returned back due to an insufficient address.

Speaker speaker_2: Say again? A what?

Speaker speaker_1: Yes, sir. Your Benefit Card was returned back due to an insufficient address. So we're calling-

Speaker speaker_2: Oh.

Speaker speaker_1: ... to verify, so we can send that to you.

Speaker speaker_2: Okay. Um... Oh, well, I don't, I don't work for Surge anymore so I don't think I really need the Benefits Card, but if you need to I can, um, I can give you an address.

Speaker speaker_1: That's actually fine. I'll request for them to destroy it since you're no longer working with them. The policy will cancel itself in three more weeks.

Speaker speaker_2: Okay. No problem. Thank you. Well, yeah. Thank you.

Speaker speaker_1: Hank you for taking my call. Have a good one.

Speaker speaker_2: No problem. Thank you. You too.

Speaker speaker_1: Bye-bye.