

Transcript: Francesca

Baez-5926271678464000-5577503154159616

Full Transcript

Thank you for calling Lendus and Pendo Care. My name is Francesca. How can I assist you today? Hi. Uh, my name is Kristen Metcalf. My brother Kyle was an employee of BIC for several years, and he's passed away. Um, we got a notice about his pension, uh, but they said that the company has not notified them of his passing. Okay. Unfortunately, you're calling in to the customer service line. We don't have access to that information. If you will allow- Oh. ... I can go ahead and take down your information and see if I can find who it is that you're supposed to speak with in regards to that. Okay. Let me know when you're ready. What would be the best phone number for them to call back at? Uh, 727-687-6486. And what is your first and last name? Kristen, K-R-I-S-T-E-N. Metcalf, M-E-T-C-A-L-F. And what did you say your brother's name was? Kyle. Middle name is G. G and D... And will it be the same last name? Yes, Metcalf. All right. Thank you very much. I'll see if I can locate who it is you guys are supposed to speak with. Appreciate it. Thank you so much. My pleasure. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Lendus and Pendo Care. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. Uh, my name is Kristen Metcalf. My brother Kyle was an employee of BIC for several years, and he's passed away. Um, we got a notice about his pension, uh, but they said that the company has not notified them of his passing.

Speaker speaker_0: Okay. Unfortunately, you're calling in to the customer service line. We don't have access to that information. If you will allow-

Speaker speaker_1: Oh.

Speaker speaker_0: ... I can go ahead and take down your information and see if I can find who it is that you're supposed to speak with in regards to that.

Speaker speaker_1: Okay. Let me know when you're ready.

Speaker speaker_0: What would be the best phone number for them to call back at?

Speaker speaker_1: Uh, 727-687-6486.

Speaker speaker_0: And what is your first and last name?

Speaker speaker_1: Kristen, K-R-I-S-T-E-N. Metcalf, M-E-T-C-A-L-F.

Speaker speaker_0: And what did you say your brother's name was?

Speaker speaker_1: Kyle. Middle name is G.

Speaker speaker_0: G and D... And will it be the same last name?

Speaker speaker_1: Yes, Metcalf.

Speaker speaker_0: All right. Thank you very much. I'll see if I can locate who it is you guys are supposed to speak with.

Speaker speaker_1: Appreciate it. Thank you so much.

Speaker speaker_0: My pleasure.

Speaker speaker_1: Bye-bye.