

Transcript: Francesca

Baez-6438207427231744-4952020464222208

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How may I assist you today? All right. Yes, ma'am. My name is Devonte Gambrell ... and because I cannot... Sir, I cannot hear you. I'm sorry? Hello, sir. I cannot hear you. Can you hear me now? Hello? Go ahead. It sounds very faint, sir. Can you hear me now, ma'am? Yes, sir. I can hear you loud and clear now. Okay. I apologize for that. Yes. My name is Devonte Gambrell and I cannot locate my insurance cards. Um, is there any way you could email those to me? Sure thing, sir. What staffing company do you work with? Um, that is, uh, MAU, MAU Workforce Solutions, I think. MAU Workforce. What are the last four of your social? 9432. And your last name, please? Sure. That's Gambrell. G-A-M-B-R-E-L-L. All right. And then to make sure I do have the correct account in front of me, can you please verify your mailing address and date of birth? Sure. Uh, the mailing address should be, uh, 135 Evans, E-V-A-N-S, Drive, Belton, South Carolina, 29627. And my date of birth is November 22nd, 1992. And our best contact line 14-222-1085? Yes, ma'am. We have your email address down as dms, your last name, @icloud.com? Correct. All right. Bear with me one moment while I place you on hold and download those benefit cards for you. All right. Thank you. Thank you. Thank you so much for holding, sir. I have sent you an email with all three PDF files attached of your benefit card. They'll be coming from info@benefitsinacard.com. All right. Well, thank you so much, ma'am. No problem. Well, is there anything else we can assist you with today? Uh, no, ma'am. That'd be all. All right. I do hope you have a wonderful rest of your day. Thank you for your time for calling Benefits in a Card today. You too and thanks. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Francesca. How may I assist you today?

Speaker speaker_2: All right. Yes, ma'am. My name is Devonte Gambrell ... and because I cannot...

Speaker speaker_1: Sir, I cannot hear you.

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Hello, sir. I cannot hear you.

Speaker speaker_2: Can you hear me now?

Speaker speaker_1: Hello?

Speaker speaker_2: Go ahead.

Speaker speaker_1: It sounds very faint, sir.

Speaker speaker_2: Can you hear me now, ma'am?

Speaker speaker_1: Yes, sir. I can hear you loud and clear now.

Speaker speaker_2: Okay. I apologize for that. Yes. My name is Devonte Gambrell and I cannot locate my insurance cards. Um, is there any way you could email those to me?

Speaker speaker_1: Sure thing, sir. What staffing company do you work with?

Speaker speaker_2: Um, that is, uh, MAU, MAU Workforce Solutions, I think. MAU Workforce.

Speaker speaker_1: What are the last four of your social?

Speaker speaker_2: 9432.

Speaker speaker_1: And your last name, please?

Speaker speaker_2: Sure. That's Gambrell. G-A-M-B-R-E-L-L.

Speaker speaker_1: All right. And then to make sure I do have the correct account in front of me, can you please verify your mailing address and date of birth?

Speaker speaker_2: Sure. Uh, the mailing address should be, uh, 135 Evans, E-V-A-N-S, Drive, Belton, South Carolina, 29627. And my date of birth is November 22nd, 1992.

Speaker speaker_1: And our best contact line 14-222-1085?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: We have your email address down as dms, your last name, @icloud.com?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. Bear with me one moment while I place you on hold and download those benefit cards for you.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Thank you. Thank you so much for holding, sir. I have sent you an email with all three PDF files attached of your benefit card. They'll be coming from info@benefitsinacard.com.

Speaker speaker_2: All right. Well, thank you so much, ma'am.

Speaker speaker_1: No problem. Well, is there anything else we can assist you with today?

Speaker speaker_2: Uh, no, ma'am. That'd be all.

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

Speaker speaker_2: You too and thanks. Bye-bye.

Speaker speaker_1: Bye.