

## Transcript: Malcolm

**Nash-5114792772943872-4819147243700224**

### Full Transcript

Thanks for calling Benefits in the Card. This is how can I help you? Hi. I was wondering if I can speak to a supervisor or manager, please. Okay. You mind if I put you on a brief hold? Thank you. Thank you. Good morning. This is Chris. Hey, Chris. My name is Colleen. I'm calling from Northwest Women's Clinic. Um, I had the unfortunate pleasure of speaking with a Francesca this morning regarding eligibility for a patient. I found her very condescending and very rude. So, I just want to put that formal complaint. I don't know if anybody else is complaining about her, but I just want to put that out there. Okay. No, I, I definitely... I apologize for any inconvenience that... or any unprofessional experience that you may have had. Uh, rest assured- Thank you. ... we will go ahead and review any previous calls, and, uh, take action where needed. Perfect. Thank you so much for your help. Appreciate it. You're welcome. Have a good day. Uh-huh. You too. Bye-bye. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Card. This is how can I help you?

Speaker speaker\_1: Hi. I was wondering if I can speak to a supervisor or manager, please.

Speaker speaker\_0: Okay. You mind if I put you on a brief hold?

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Thank you.

Speaker speaker\_3: Good morning. This is Chris.

Speaker speaker\_1: Hey, Chris. My name is Colleen. I'm calling from Northwest Women's Clinic. Um, I had the unfortunate pleasure of speaking with a Francesca this morning regarding eligibility for a patient. I found her very condescending and very rude. So, I just want to put that formal complaint. I don't know if anybody else is complaining about her, but I just want to put that out there.

Speaker speaker\_3: Okay. No, I, I definitely... I apologize for any inconvenience that... or any unprofessional experience that you may have had. Uh, rest assured-

Speaker speaker\_1: Thank you.

Speaker speaker\_3: ... we will go ahead and review any previous calls, and, uh, take action where needed.

Speaker speaker\_1: Perfect. Thank you so much for your help. Appreciate it.

Speaker speaker\_3: You're welcome. Have a good day.

Speaker speaker\_1: Uh-huh. You too. Bye-bye.

Speaker speaker\_3: Bye-bye.