

## **Transcript: VICTORIA**

**Taylor-4598631690190848-6680106388471808**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, good morning, Victoria. My name's, uh, Patrick Gilden, just calling about getting, uh, benefits. Okay. Uh, what's the name of the agency you work for? Uh, Partners Personal. Gotcha. And the last four of your Social? 7511. You said first name is Patrick. What is your last name again? Gilden, G-I-L-D-O-N. Okay. Do you mind verifying your address and date of birth? My address is, uh, 30929 Silver, S-I-L-V-E-R, Palm Drive, Pompano, California 92553. Um, I'm sorry, no, 92548. I don't know why I got 53 here, I'm sorry. And my date of birth is 7/23/1967. Okay. Phone number is, uh, 213-352-9255? Uh, yes. Okay. And then email is gonna be patrick and then G-I-L-E-8-8@gmail.com? Uh, yes. All righty. Um, do you know what you're wanting to enroll into? Well, health benefits is possible. Yes, sir. I was asking, like, what specific plans? We have a couple different ones we offer. Oh. No, I really don't, uh, just normal medical, that's about it. I don't know what plans you offer. Okay. Here's what I'm gonna do. I'm gonna email you a copy of the benefits guide so you can look over that. It'll go over, um, all the plans being offered, what they cover and how much they cost. Okay. And then, um, once you decide on the specific plans, you would just call us back from there to enroll. Okay. Um, and then just to let you know, it looks like you have until the 26th of February to, uh, get enrolled. Okay. All righty. So, I will go ahead and send you some more information to your email. Uh, but did you have any other questions for me? Nope. That's, that's it. All righty. You have a wonderful day. Hey, you too. All righty. Take care. Thank you. Bye-bye. Bye-bye. Okay.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Um, good morning, Victoria. My name's, uh, Patrick Gilden, just calling about getting, uh, benefits.

Speaker speaker\_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_1: Uh, Partners Personal.

Speaker speaker\_0: Gotcha. And the last four of your Social?

Speaker speaker\_1: 7511.

Speaker speaker\_0: You said first name is Patrick. What is your last name again?

Speaker speaker\_1: Gilden, G-I-L-D-O-N.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: My address is, uh, 30929 Silver, S-I-L-V-E-R, Palm Drive, Pompano, California 92553. Um, I'm sorry, no, 92548. I don't know why I got 53 here, I'm sorry. And my date of birth is 7/23/1967.

Speaker speaker\_0: Okay. Phone number is, uh, 213-352-9255?

Speaker speaker\_1: Uh, yes.

Speaker speaker\_0: Okay. And then email is gonna be patrick and then G-I-L-E-8-8@gmail.com?

Speaker speaker\_1: Uh, yes.

Speaker speaker\_0: All righty. Um, do you know what you're wanting to enroll into?

Speaker speaker\_1: Well, health benefits is possible.

Speaker speaker\_0: Yes, sir. I was asking, like, what specific plans? We have a couple different ones we offer.

Speaker speaker\_1: Oh. No, I really don't, uh, just normal medical, that's about it. I don't know what plans you offer.

Speaker speaker\_0: Okay. Here's what I'm gonna do. I'm gonna email you a copy of the benefits guide so you can look over that. It'll go over, um, all the plans being offered, what they cover and how much they cost.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then, um, once you decide on the specific plans, you would just call us back from there to enroll.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, and then just to let you know, it looks like you have until the 26th of February to, uh, get enrolled.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All righty. So, I will go ahead and send you some more information to your email. Uh, but did you have any other questions for me?

Speaker speaker\_1: Nope. That's, that's it.

Speaker speaker\_0: All righty. You have a wonderful day.

Speaker speaker\_1: Hey, you too. All righty. Take care. Thank you. Bye-bye.

Speaker speaker\_0: Bye-bye.

Speaker speaker\_1: Okay.