

## **Transcript: VICTORIA**

**Taylor-4644792458231808-5210011941158912**

### **Full Transcript**

Hello? Your call may be monitored or recorded for quality assurance purposes. Hey, is this Ms. Harris? Yes. Hey, this is Victoria with Benefits and Accord. I'm not sure what happened, but the call disconnected. I was on the other line with MetLife. Um, so I was able to verify that you're not showing up in their systems, so what I'm gonna have to do from here is reach out to upper management, um, so that we can figure out what's going on and, um, you know, advise that you should be showing in their systems. So unfortunately, I, I'm not really... I don't really have a solution at the moment, but I can, you know, escalate it, uh, to upper management and follow up with you as soon as possible. Okay. Yes, ma'am. Would this be the best phone number to call you back on? Yes. Uh, if you call back, can you let them, uh, call back after, uh, after 3:30 when I get off work? I will make note of that and definitely try to give you a call after 3:30. Um, if I'm not able to get ahold of you, I'll leave a voicemail on what's going on and if we were able to, you know, get the problem fixed. Okay. Yes, ma'am. All right. Thank you.

### **Conversation Format**

Speaker speaker\_0: Hello?

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes. Hey, is this Ms. Harris?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Hey, this is Victoria with Benefits and Accord. I'm not sure what happened, but the call disconnected. I was on the other line with MetLife. Um, so I was able to verify that you're not showing up in their systems, so what I'm gonna have to do from here is reach out to upper management, um, so that we can figure out what's going on and, um, you know, advise that you should be showing in their systems. So unfortunately, I, I'm not really... I don't really have a solution at the moment, but I can, you know, escalate it, uh, to upper management and follow up with you as soon as possible.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yes, ma'am. Would this be the best phone number to call you back on?

Speaker speaker\_0: Yes. Uh, if you call back, can you let them, uh, call back after, uh, after 3:30 when I get off work?

Speaker speaker\_1: I will make note of that and definitely try to give you a call after 3:30. Um, if I'm not able to get ahold of you, I'll leave a voicemail on what's going on and if we were able to, you know, get the problem fixed.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. Thank you.