

Transcript: VICTORIA

Taylor-4656537680920576-5400639825428480

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, good afternoon, Victoria. Uh, my name is Zandrex Via Delgado and, uh, my wife is trying to, uh, talk to you guys about the insurance and, uh, and I'm giving her permission to talk to you guys because I'm still at work and, uh, she understand more better about the insurance. That's why I- I'm letting her to, my wife, I'm letting my wife call you guys and, uh- Okay. ... talk to you. Is she trying to make any changes to your enrollment? Uh, uh, I'm not sure because I sent her the, the SST, uh, company, the one, the one I work for. They, they, uh, emailed me about the insurance and, uh, I don't really understand. Okay. Um, let me pull up your file so I can make a note that you're, you were given us verbal permission to speak with her. Uh- Okay. ... just keep in mind when it comes to any type of changes or, like, you know, getting you enrolled, changing your enrollment or canceling the enrollment- Okay. ... we do have to speak to you directly. Oh, yeah. Yeah. No, no. She's not, she's not canceling anything or, uh, doing anything. She just, um, had some question about, uh, the one they send me, they emailed me. Okay. Well, let me pull up your file so I can make a note we have verbal permission from you. What's the name of the agency you work for? Agency? Oh, the... I work for SST company. Would that be Superior Skilled Trades? Oh, yes. Yes. Yes. I don't even know what it, it stands for. You know, I've been working for them for three months now. Okay. And the last four of your- I guess that's the one, yeah. S2693. And your first and last name again? M- My first name is Zandrex, last name is Via Delgado. Okay. Via Delgado. Do you mind ver- Yeah. I gotcha. Do you mind verifying your address and date of birth? Okay. 676 Yuma Trap Place, Henderson, Nevada 89011. Date of birth is November 25, 1972. And then phone number, 310-760-6414. Correct. Okay. And what is your wife's name? My wife's name is Jessica Via Delgado. Jessica? Yes, Jessica. Okay. So that's J-E-S-S-I-C-A? Correct. Okay. Is she- Huh? ... do, does she just want to call us back or...? Yeah, she's going to call here in about, say, 10 minutes, five minutes so I'm gonna call, let her know that, uh, you guys, uh, she already had the permission to talk to you. Okay. All right. Thank you. Is that all you need, help with? Thank you. That's all I need, miss, before you... All right. Okay. You have a wonderful day. Okay. I appreciate it. Thank you. Bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, good afternoon, Victoria. Uh, my name is Zandrex Via Delgado and, uh, my wife is trying to, uh, talk to you guys about the insurance and, uh, and I'm giving her permission to talk to you guys because I'm still at work and, uh, she understand more better about the insurance. That's why I- I'm letting her to, my wife, I'm letting my wife call you guys and, uh-

Speaker speaker_0: Okay.

Speaker speaker_1: ... talk to you.

Speaker speaker_0: Is she trying to make any changes to your enrollment?

Speaker speaker_1: Uh, uh, I'm not sure because I sent her the, the SST, uh, company, the one, the one I work for. They, they, uh, emailed me about the insurance and, uh, I don't really understand.

Speaker speaker_0: Okay. Um, let me pull up your file so I can make a note that you're, you were given us verbal permission to speak with her. Uh-

Speaker speaker_1: Okay.

Speaker speaker_0: ... just keep in mind when it comes to any type of changes or, like, you know, getting you enrolled, changing your enrollment or canceling the enrollment-

Speaker speaker_1: Okay.

Speaker speaker_0: ... we do have to speak to you directly.

Speaker speaker_1: Oh, yeah. Yeah. No, no. She's not, she's not canceling anything or, uh, doing anything. She just, um, had some question about, uh, the one they send me, they emailed me.

Speaker speaker_0: Okay. Well, let me pull up your file so I can make a note we have verbal permission from you. What's the name of the agency you work for?

Speaker speaker_1: Agency? Oh, the... I work for SST company.

Speaker speaker_0: Would that be Superior Skilled Trades?

Speaker speaker_1: Oh, yes. Yes. Yes. I don't even know what it, it stands for. You know, I've been working for them for three months now.

Speaker speaker_0: Okay. And the last four of your-

Speaker speaker_1: I guess that's the one, yeah. S2693.

Speaker speaker_0: And your first and last name again?

Speaker speaker_1: M- My first name is Zandrex, last name is Via Delgado.

Speaker speaker_0: Okay.

Speaker speaker_1: Via Delgado.

Speaker speaker_0: Do you mind ver-

Speaker speaker_1: Yeah.

Speaker speaker_0: I gotcha. Do you mind verifying your address and date of birth?

Speaker speaker_1: Okay. 676 Yuma Trap Place, Henderson, Nevada 89011. Date of birth is November 25, 1972.

Speaker speaker_0: And then phone number, 310-760-6414.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And what is your wife's name?

Speaker speaker_1: My wife's name is Jessica Via Delgado.

Speaker speaker_0: Jessica?

Speaker speaker_1: Yes, Jessica.

Speaker speaker_0: Okay. So that's J-E-S-S-I-C-A?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Is she-

Speaker speaker_1: Huh?

Speaker speaker_0: ... do, does she just want to call us back or...?

Speaker speaker_1: Yeah, she's going to call here in about, say, 10 minutes, five minutes so I'm gonna call, let her know that, uh, you guys, uh, she already had the permission to talk to you.

Speaker speaker_0: Okay. All right.

Speaker speaker_1: Thank you.

Speaker speaker_0: Is that all you need, help with?

Speaker speaker_1: Thank you. That's all I need, miss, before you...

Speaker speaker_0: All right.

Speaker speaker_1: Okay.

Speaker speaker_0: You have a wonderful day.

Speaker speaker_1: Okay. I appreciate it. Thank you. Bye.

Speaker speaker_0: Thank you. Bye-bye.