

Transcript: VICTORIA

Taylor-4700049359552512-5363766292168704

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits from Accard. This is Victoria. How can I help you? Yes, I'm just calling regarding, uh, my card. I, I was trying to use it and ... but it didn't go through. I'm sorry, the phone connection's not great. Can you repeat that? I, I... I'm sorry, it's... Are... Am I on speaker or Bluetooth 'cause you keep going in and out? Hello? Uh-huh. I was trying to use the card but, uh, it didn't accept it. They didn't accept it. It didn't go through. I'm sorry, I'm not understanding. What do you need help with? Uh, I was trying to use my, uh, my ... my card, but then it didn't go through. ... Okay. Ma'am, a- am I on speaker or Bluetooth? Because you keep going in and out and I, I can't understand what you're saying. How are you doing now? Uh, about now. A little bit better. Yeah. Uh, so I tried to use my card at Ross but it didn't go through. So- Okay. Ma'am, this is not for a debit or credit card. This is for insurance. Insurance? Okay. Thank you. You're welcome. 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 from Accard. This is Victoria. How can I help you?

Speaker speaker_2: Yes, I'm just calling regarding, uh, my card. I, I was trying to use it and ... but it didn't go through.

Speaker speaker_1: I'm sorry, the phone connection's not great. Can you repeat that?

Speaker speaker_2: I, I...

Speaker speaker_1: I'm sorry, it's... Are... Am I on speaker or Bluetooth 'cause you keep going in and out?

Speaker speaker_2: Hello?

Speaker speaker_1: Uh-huh.

Speaker speaker_2: I was trying to use the card but, uh, it didn't accept it. They didn't accept it. It didn't go through.

Speaker speaker_1: I'm sorry, I'm not understanding. What do you need help with?

Speaker speaker_2: Uh, I was trying to use my, uh, my ... my card, but then it didn't go through. ...

Speaker speaker_1: Okay. Ma'am, a- am I on speaker or Bluetooth? Because you keep going in and out and I, I can't understand what you're saying.

Speaker speaker_2: How are you doing now?

Speaker speaker_1: Uh, about now. A little bit better.

Speaker speaker_2: Yeah. Uh, so I tried to use my card at Ross but it didn't go through. So-

Speaker speaker_1: Okay. Ma'am, this is not for a debit or credit card. This is for insurance.

Speaker speaker_2: Insurance? Okay. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.