

Transcript: VICTORIA

Taylor-4723697804328960-4524278345580544

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Only one number that led to the Civil War- Thank you for calling Benefits on a Card. This is Victoria. How can I help you? ... daybreak. Hello. Uh, my name is Joanne. I just missed a call from this number. 300 for the day. Day, right. I'm sorry. I'm having a hard time hearing you. Yes. My name is Joanne. I just missed a call from this number. 300 for the day. And it's a call. I called back.

Emancipation confirmation. 999. Okay. Um, so we administer medical insurance if you happen to work through like a staffing or temp agency. Say that again, please. I'm driving. We administer medical insurance if you happen to work through a staffing or temp agency. What? I, I did my, um, Thursday. I'm sorry? I did my insurance Thursday. Okay. So you applied for insurance Thursday? Yes. I already did. I did it on Thursday. Okay. Um, when you received a call, did they leave a voicemail for you? Say that again, please. When you received the phone call did they re- did they leave you a voicemail? No, um, no, uh- um, I don't know if they, they, they left a message because, um, I'm driving. Okay. I can pull up your file and see. What's the name of the agency you work for? Uh, AppleRehab on Catesville. Is that the name of the staffing agency? No, this the agency, AppleRehab. A nursing home. AppleRehab on Catesville. Okay. I, I'm not familiar with that. What's the name of the staffing or temp agency you work through? Um, I'm working for AppleRehab. It's a nursing home. Uh, uh, Rich, uh, Richard Grove. Richard Grove AppleRehab. That's it. Okay. So do you not work for a staffing or temp agency? No. Okay. I think we may have called you by mistake. This is only if you work through a staffing or temp agency. Oh, okay. Okay, no problem. Okay. Have a good day. Thank you. You too. Thank you. Bye-bye. Okay. Bye. Do you need me to disconnect? Oh, yes, please. I'm driving. Okay. Have a good one. I'll put you back on speaker. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Only one number that led to the Civil War-

Speaker speaker_2: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: ... daybreak.

Speaker speaker_3: Hello. Uh, my name is Joanne. I just missed a call from this number. 300 for the day. Day, right.

Speaker speaker_2: I'm sorry. I'm having a hard time hearing you.

Speaker speaker_3: Yes. My name is Joanne. I just missed a call from this number. 300 for the day. And it's a call. I called back. Emancipation confirmation. 999.

Speaker speaker_2: Okay. Um, so we administer medical insurance if you happen to work through like a staffing or temp agency.

Speaker speaker_3: Say that again, please. I'm driving.

Speaker speaker_2: We administer medical insurance if you happen to work through a staffing or temp agency.

Speaker speaker_3: What? I, I did my, um, Thursday.

Speaker speaker_2: I'm sorry?

Speaker speaker_3: I did my insurance Thursday.

Speaker speaker_2: Okay. So you applied for insurance Thursday?

Speaker speaker_3: Yes. I already did. I did it on Thursday.

Speaker speaker_2: Okay. Um, when you received a call, did they leave a voicemail for you?

Speaker speaker_3: Say that again, please.

Speaker speaker_2: When you received the phone call did they re- did they leave you a voicemail?

Speaker speaker_3: No, um, no, uh- um, I don't know if they, they, they left a message because, um, I'm driving.

Speaker speaker_2: Okay. I can pull up your file and see. What's the name of the agency you work for?

Speaker speaker_3: Uh, AppleRehab on Catesville.

Speaker speaker_2: Is that the name of the staffing agency?

Speaker speaker_3: No, this the agency, AppleRehab. A nursing home. AppleRehab on Catesville.

Speaker speaker_2: Okay. I, I'm not familiar with that. What's the name of the staffing or temp agency you work through?

Speaker speaker_3: Um, I'm working for AppleRehab. It's a nursing home. Uh, uh, Rich, uh, Richard Grove. Richard Grove AppleRehab. That's it.

Speaker speaker_2: Okay. So do you not work for a staffing or temp agency?

Speaker speaker_3: No.

Speaker speaker_2: Okay. I think we may have called you by mistake. This is only if you work through a staffing or temp agency.

Speaker speaker_3: Oh, okay. Okay, no problem.

Speaker speaker_2: Okay. Have a good day.

Speaker speaker_3: Thank you. You too.

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_3: Okay. Bye.

Speaker speaker_2: Do you need me to disconnect?

Speaker speaker_3: Oh, yes, please. I'm driving.

Speaker speaker_2: Okay. Have a good one.

Speaker speaker_3: I'll put you back on speaker. Thank you.