

## **Transcript: VICTORIA**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hi. Uh, I know this is like really late, but I, uh, I kinda got like busy with stuff, whatever. Um, I was calling regarding my last paycheck at Hobbs-Groves. Okay. Um, this is actually Benefits on a Card. We only- Oh. ... administer like the medical insurance. Oh, okay then. Ah, sorry. You're fine. Have a good day. Uh, do you know who I do call for that, uh, the, the Hobbs-Groves thing? Um- Like- ... I would reach out to your employer directly and ask to speak to payroll. Okay. Okay. Yes, sir. Okay, thanks. Thank you. 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 on a Card, this is Victoria. How can I help you?

Speaker speaker\_2: Hi. Uh, I know this is like really late, but I, uh, I kinda got like busy with stuff, whatever. Um, I was calling regarding my last paycheck at Hobbs-Groves.

Speaker speaker\_1: Okay. Um, this is actually Benefits on a Card. We only-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... administer like the medical insurance.

Speaker speaker\_2: Oh, okay then. Ah, sorry.

Speaker speaker\_1: You're fine. Have a good day.

Speaker speaker\_2: Uh, do you know who I do call for that, uh, the, the Hobbs-Groves thing?

Speaker speaker\_1: Um-

Speaker speaker\_2: Like-

Speaker speaker\_1: ... I would reach out to your employer directly and ask to speak to payroll.

Speaker speaker\_2: Okay. Okay.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay, thanks.

Speaker speaker\_1: Thank you. Bye-bye.