

## **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? Um, uh, I called me, so I didn't, uh, didn't answer your call. Did, did they leave a voicemail? I don't know. I think that the, that number is called me, uh, many, many times. So, uh, I made, I made the appointment, doctor's appointment at half... Is 12:00. Uh, so I thought you are my doctor. No ma'am. This is Benefits on a Card. We're benefits administers if you work through a staffing or temp agency. Oh, I thought that this cause my doctor said. Hold on. I'm sorry. Just like that. Okay. You have a good day. Yeah.

### **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: Um, uh, I called me, so I didn't, uh, didn't answer your call.

Speaker speaker\_1: Did, did they leave a voicemail?

Speaker speaker\_2: I don't know. I think that the, that number is called me, uh, many, many times. So, uh, I made, I made the appointment, doctor's appointment at half... Is 12:00. Uh, so I thought you are my doctor.

Speaker speaker\_1: No ma'am. This is Benefits on a Card. We're benefits administers if you work through a staffing or temp agency.

Speaker speaker\_2: Oh, I thought that this cause my doctor said. Hold on. I'm sorry. Just like that.

Speaker speaker\_1: Okay. You have a good day.

Speaker speaker\_2: Yeah.