

Transcript: VICTORIA

Taylor-5016713703145472-5395280442114048

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? Yeah, um, my job said I need to sign up for benefits. Okay. What's the name of the agency you work through? It's, um, Versella. And the last four of your Social? 1171. And your first and last name? It's Ricki, R-I-C-K-I, Perrie, P-E-R-R-I-E. Okay. Do you mind verifying your address and date of birth? It's, um, 6431 South Clement Avenue, uh, Tacoma, Washington 98409. And your date of birth? 1/23/1967. Phone number 253-385-8393? Yeah, that's my good number. And then email is gonna be trickeygirl@yahoo.com? Yeah. Okay. Do you know what you want to enroll into? Um... What now? Say it again? Do you know what you want to enroll into? Uh-uh. Okay. Um, so I can send you a copy of the benefits guide to your email. It'll go over like all the- Okay. ... plans being offered, what they cover and how much they cost. Um... Okay. And, and once you make a decision you can call us back from there to enroll. Okay. Um, it looks like you have until the 13th of December to get enrolled. Okay. Very good. Thank you. Yep. Um, I'll go ahead and get that sent to you. Was there anything else you might need help with? No. Thank you. You're welcome. Have a good day. You too. Bye-bye. 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: Yeah, um, my job said I need to sign up for benefits.

Speaker speaker_1: Okay. What's the name of the agency you work through?

Speaker speaker_2: It's, um, Versella.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1171.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: It's Ricki, R-I-C-K-I, Perrie, P-E-R-R-I-E.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: It's, um, 6431 South Clement Avenue, uh, Tacoma, Washington 98409.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 1/23/1967.

Speaker speaker_1: Phone number 253-385-8393?

Speaker speaker_2: Yeah, that's my good number.

Speaker speaker_1: And then email is gonna be trickeygirl@yahoo.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Do you know what you want to enroll into?

Speaker speaker_2: Um... What now? Say it again?

Speaker speaker_1: Do you know what you want to enroll into?

Speaker speaker_2: Uh-uh.

Speaker speaker_1: Okay. Um, so I can send you a copy of the benefits guide to your email. It'll go over like all the-

Speaker speaker_2: Okay.

Speaker speaker_1: ... plans being offered, what they cover and how much they cost. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: And, and once you make a decision you can call us back from there to enroll.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, it looks like you have until the 13th of December to get enrolled.

Speaker speaker_2: Okay. Very good. Thank you.

Speaker speaker_1: Yep. Um, I'll go ahead and get that sent to you. Was there anything else you might need help with?

Speaker speaker_2: No. Thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye-bye.