

## **Transcript: VICTORIA**

**Taylor-5073793671544832-6625712625991680**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello, Victoria. My name is Linda Lamas and I was wondering, um, how this whole benefits program or packages, like, work and how I could start doing that. Okay. Uh, what's the name of the agency you work for? Uh, Partners P- Parsons Personal or Partners Personal. Okay. What's the last four of your Social? 3177. All right. And your first and last name? Linda Lamas. Okay. Let me pull up your file. Do you mind verifying your address and date of birth? Yeah. So address is 2311 Dora Street in Melrose Park, zip code being 60164 and date of birth is August 10th, 1998. Gotcha. Phone number 847-219-3267? Correct. And then email is linlrbusiness@gmail.com? Yes. Okay. Um, let's see. And do you know what's being offered or what you might wanna enroll into? Uh, no, I don't know. So if you could, like, enlighten me on that, that would be great. Okay. So there's a couple different plans to choose from. What I can do is I can send you a copy of the, uh, benefits guide to your email. Yeah. That would be helpful. Yeah. That way you can look over- Mm-hmm. ... um, different options. It goes over, like, what they cover and how much they cost, as well as some information about, like, the actual insurance carriers. Mm-hmm. And then, uh, just to let you know, it looks like you have until March 26th to get enrolled. Okay. Um, so once you know what you wanna enroll into, you can just call us back from there. Okay. Sounds good. All righty. Well, I will go ahead and get that email put together and sent to you. And, um, did you have any other questions for me? Uh, no. That was, that was just my only question. Thank you so much. You're welcome. You have a wonderful day. You too. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hello, Victoria. My name is Linda Lamas and I was wondering, um, how this whole benefits program or packages, like, work and how I could start doing that.

Speaker speaker\_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_1: Uh, Partners P- Parsons Personal or Partners Personal.

Speaker speaker\_0: Okay. What's the last four of your Social?

Speaker speaker\_1: 3177.

Speaker speaker\_0: All right. And your first and last name?

Speaker speaker\_1: Linda Lamas.

Speaker speaker\_0: Okay. Let me pull up your file. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Yeah. So address is 2311 Dora Street in Melrose Park, zip code being 60164 and date of birth is August 10th, 1998.

Speaker speaker\_0: Gotcha. Phone number 847-219-3267?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And then email is linlrbusiness@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, let's see. And do you know what's being offered or what you might wanna enroll into?

Speaker speaker\_1: Uh, no, I don't know. So if you could, like, enlighten me on that, that would be great.

Speaker speaker\_0: Okay. So there's a couple different plans to choose from. What I can do is I can send you a copy of the, uh, benefits guide to your email.

Speaker speaker\_1: Yeah. That would be helpful. Yeah.

Speaker speaker\_0: That way you can look over-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... um, different options. It goes over, like, what they cover and how much they cost, as well as some information about, like, the actual insurance carriers.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And then, uh, just to let you know, it looks like you have until March 26th to get enrolled.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, so once you know what you wanna enroll into, you can just call us back from there.

Speaker speaker\_1: Okay. Sounds good.

Speaker speaker\_0: All righty. Well, I will go ahead and get that email put together and sent to you. And, um, did you have any other questions for me?

Speaker speaker\_1: Uh, no. That was, that was just my only question. Thank you so much.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: Bye-bye.