

## **Transcript: VICTORIA**

**Taylor-5156478868996096-6409574903398400**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card, this is Victoria. How can I help you? Uh, hello? Hey. This is Victoria. How can I help you? I was wondering, how can I enroll in the benefits? Okay. What's the name of the agency you work for? Partners Personal. And the last four of your Social? 8400. Gotcha. And your first and last name? Uh, Kenneth Ramos. Okay. Do you mind verifying your address and date of birth? It is 2441 12th Street, and it is December 25, 2006. Phone number 209-808-4552? Yes. And then email is gonna be, uh, first and last name 504 at gmail.com? Yeah. Okay. Do you know exactly what you're wanting to enroll into? Uh, no. Okay. Um, so what I can do, is I can email you a copy of the benefits guide. It'll go over, like, all the plans being offered, what they cover and how much they cost. Then once you make a decision, you can call us back from there to enroll. It looks like you have, um, up until the 27th of November to get enrolled. Oh, okay. Okay. Oh, okay. Yeah, well, if you- Go ahead and I'll send... What was that? Oh, sorry. I was just gonna say, uh, I'll go ahead and get that information sent to your email, and then like I said, um, once you know specifically what you want to enroll into, just call us back from there. Okay. Okay. Yes, sir. Thank you. Bye. Did you have any other questions? No, that'll be all. Okay. Have a good day. Oh. Okay. 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 Center Card, this is Victoria. How can I help you?

Speaker speaker\_2: Uh, hello?

Speaker speaker\_1: Hey. This is Victoria. How can I help you?

Speaker speaker\_2: I was wondering, how can I enroll in the benefits?

Speaker speaker\_1: Okay. What's the name of the agency you work for?

Speaker speaker\_2: Partners Personal.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 8400.

Speaker speaker\_1: Gotcha. And your first and last name?

Speaker speaker\_2: Uh, Kenneth Ramos.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: It is 2441 12th Street, and it is December 25, 2006.

Speaker speaker\_1: Phone number 209-808-4552?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then email is gonna be, uh, first and last name 504 at gmail.com?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Do you know exactly what you're wanting to enroll into?

Speaker speaker\_2: Uh, no.

Speaker speaker\_1: Okay. Um, so what I can do, is I can email you a copy of the benefits guide. It'll go over, like, all the plans being offered, what they cover and how much they cost. Then once you make a decision, you can call us back from there to enroll. It looks like you have, um, up until the 27th of November to get enrolled.

Speaker speaker\_2: Oh, okay. Okay. Oh, okay. Yeah, well, if you-

Speaker speaker\_1: Go ahead and I'll send...

Speaker speaker\_2: What was that?

Speaker speaker\_1: Oh, sorry. I was just gonna say, uh, I'll go ahead and get that information sent to your email, and then like I said, um, once you know specifically what you want to enroll into, just call us back from there.

Speaker speaker\_2: Okay. Okay.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Thank you. Bye.

Speaker speaker\_1: Did you have any other questions?

Speaker speaker\_2: No, that'll be all.

Speaker speaker\_1: Okay. Have a good day.

Speaker speaker\_2: Oh. Okay. Bye.