

## **Transcript: VICTORIA**

**Taylor-5440018820415488-5328468470185984**

### **Full Transcript**

Your call may be monitored- Hello. ... or recorded for quality assurance purposes. Hey, is this Priscilla? Hello? Hey, is this Priscilla? Hey. Hey, this is Victoria with Benefits on a Card. Uh, we administer medical insurance for MAU. Wait, say that again? Yes, I'm with Benefits on a Card. We administer the medical insurance through the staffing agency, MAU. Yes, ma'am. Hey, um, so it looks like I received a enrollment form that you recently filled out on the 7th of March, uh, requesting- Mm-hmm. ... dental for, um, employee plus children. We just don't have your children's information listed on the form. Okay. I'm gonna have to go back. I seen something about it. I work, I just waking up 'cause I work at night. I'm gonna go through my emails and do everything now. Okay. All right. Um, yeah, we, we typically do it over the phone. Um, I can go ahead and change it for you. Um, is it okay? 'Cause I'm, I'm just like literally waking up, um, in the morning. Is it okay to call back in the morning about 9:00 something? Yeah, that's fine. Um, we would just need the dependent's name, date of birth- Mm-hmm. ... and Social Security number. Okay. Okay. All righty. That's all I needed to verify- Okay. ... but you are wanting to enroll into dental for employee plus child, correct? Yes. Mm-hmm. Okay. I'll make a note. All righty. Okay, thank you. You have a wonderful day. Thanks so much. You too as well. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored-

Speaker speaker\_1: Hello.

Speaker speaker\_0: ... or recorded for quality assurance purposes.

Speaker speaker\_2: Hey, is this Priscilla?

Speaker speaker\_1: Hello?

Speaker speaker\_2: Hey, is this Priscilla?

Speaker speaker\_1: Hey.

Speaker speaker\_2: Hey, this is Victoria with Benefits on a Card. Uh, we administer medical insurance for MAU.

Speaker speaker\_1: Wait, say that again?

Speaker speaker\_2: Yes, I'm with Benefits on a Card. We administer the medical insurance through the staffing agency, MAU.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Hey, um, so it looks like I received a enrollment form that you recently filled out on the 7th of March, uh, requesting-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... dental for, um, employee plus children. We just don't have your children's information listed on the form.

Speaker speaker\_1: Okay. I'm gonna have to go back. I seen something about it. I work, I just waking up 'cause I work at night. I'm gonna go through my emails and do everything now.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right.

Speaker speaker\_2: Um, yeah, we, we typically do it over the phone. Um, I can go ahead and change it for you.

Speaker speaker\_1: Um, is it okay? 'Cause I'm, I'm just like literally waking up, um, in the morning. Is it okay to call back in the morning about 9:00 something?

Speaker speaker\_2: Yeah, that's fine. Um, we would just need the dependent's name, date of birth-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... and Social Security number.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_2: All righty. That's all I needed to verify-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... but you are wanting to enroll into dental for employee plus child, correct?

Speaker speaker\_1: Yes. Mm-hmm.

Speaker speaker\_2: Okay. I'll make a note. All righty.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_2: You have a wonderful day.

Speaker speaker\_1: Thanks so much. You too as well.

Speaker speaker\_2: Thank you. Bye-bye.