

## **Transcript: VICTORIA**

**Taylor-5488867119513600-4941073979850752**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Oh, boy. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hi. Um, I just wanted to enroll for benefits for me and my husband. Okay. Uh, what's the name of the agency you work for? Uh, Partners Personnel. And the last four of your Social? 1218. Okay. And your first and last name? Um, Adriana Rodriguez. All righty. Do you mind verifying your address and date of birth? Sure. That's 815 Gulf Island Drive, uh, 33572. My date of birth is 03/17/91. And then, uh, phone number 813-625-6217? Yes. And email is acrod.work@gmail.com? Yes, ma'am. Okay. Um, just give me one second. Mm-hmm. <affirmative. Do you know what you're wanting to enroll into? Actually, I was not able to find any information, um, unfortunately, so I don't really know what plans there are. Okay. Um, I can send a copy of the benefits guide to your email, um, and it will go over, like, all the plans being offered, what they cover and how much they cost. Um, if you want to look over that and then call us back. Um, it looks like you have until the 8th of January, next Wednesday, to enroll. Okay. All right. And you're open until 9:00 today? Uh, till 8:00 PM. Oh, okay. All right. That works. All righty. I will go ahead and send that to your email. Uh, did you have any other questions in the meantime? Uh, no, not that I can think of. Okay. All right. Thank you. Well, you're welcome. You have a wonderful day. You too. Bye. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Oh, boy.

Speaker speaker\_2: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker\_3: Hi. Um, I just wanted to enroll for benefits for me and my husband.

Speaker speaker\_2: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_3: Uh, Partners Personnel.

Speaker speaker\_2: And the last four of your Social?

Speaker speaker\_3: 1218.

Speaker speaker\_2: Okay. And your first and last name?

Speaker speaker\_3: Um, Adriana Rodriguez.

Speaker speaker\_2: All righty. Do you mind verifying your address and date of birth?

Speaker speaker\_3: Sure. That's 815 Gulf Island Drive, uh, 33572. My date of birth is 03/17/91.

Speaker speaker\_2: And then, uh, phone number 813-625-6217?

Speaker speaker\_3: Yes.

Speaker speaker\_2: And email is acrod.work@gmail.com?

Speaker speaker\_3: Yes, ma'am.

Speaker speaker\_2: Okay. Um, just give me one second.

Speaker speaker\_3: Mm-hmm. <affirmative.

Speaker speaker\_2: Do you know what you're wanting to enroll into?

Speaker speaker\_3: Actually, I was not able to find any information, um, unfortunately, so I don't really know what plans there are.

Speaker speaker\_2: Okay. Um, I can send a copy of the benefits guide to your email, um, and it will go over, like, all the plans being offered, what they cover and how much they cost. Um, if you want to look over that and then call us back. Um, it looks like you have until the 8th of January, next Wednesday, to enroll.

Speaker speaker\_3: Okay. All right. And you're open until 9:00 today?

Speaker speaker\_2: Uh, till 8:00 PM.

Speaker speaker\_3: Oh, okay. All right. That works.

Speaker speaker\_2: All righty. I will go ahead and send that to your email. Uh, did you have any other questions in the meantime?

Speaker speaker\_3: Uh, no, not that I can think of.

Speaker speaker\_2: Okay.

Speaker speaker\_3: All right. Thank you.

Speaker speaker\_2: Well, you're welcome. You have a wonderful day.

Speaker speaker\_3: You too. Bye.

Speaker speaker\_2: Thank you.