

Transcript: VICTORIA

Taylor-5529446536757248-5412111184347136

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? Hello. I got a message not too long ago saying that-- to call for benefits and for more information. Okay. So what's the name of the agency you work for? Partners Personnel. And the last four of your Social? 4814. Gotcha. And, uh, your first and last name? Elizabeth Villaseñor. Okay. Um, do you mind verifying your address and date of birth? 30493 Amber Drive. And my date of birth, you said? Yes, ma'am. July 28th, 2005. Gotcha. Phone number is 478-2343? Yes. And then email is elizabeth.vill13@gmail.com? Yes. Okay. Are you wanting to enroll into the benefits? I wanted to know what the benefits were. Okay. Um, so this is for, like, medical insurance. Uh, we have a couple different medical plans being offered. We also have things like, um... Free Rx, which is like a prescription plan, uh, Free Rx Virtual Primary Care, dental, short-term disability, term life, vision, critical illness, group accident, behavioral health, and the IDx, um, Experts. Okay. I'm not interested, but thank you. You're welcome. Do you need help with anything else? No, I'm okay. Thank you. You're welcome. 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 Center Card. This is Victoria. How can I help you?

Speaker speaker_2: Hello. I got a message not too long ago saying that-- to call for benefits and for more information.

Speaker speaker_1: Okay. So what's the name of the agency you work for?

Speaker speaker_2: Partners Personnel.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 4814.

Speaker speaker_1: Gotcha. And, uh, your first and last name?

Speaker speaker_2: Elizabeth Villaseñor.

Speaker speaker_1: Okay. Um, do you mind verifying your address and date of birth?

Speaker speaker_2: 30493 Amber Drive. And my date of birth, you said?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: July 28th, 2005.

Speaker speaker_1: Gotcha. Phone number is 478-2343?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is elizabeth.vill13@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Are you wanting to enroll into the benefits?

Speaker speaker_2: I wanted to know what the benefits were.

Speaker speaker_1: Okay. Um, so this is for, like, medical insurance. Uh, we have a couple different medical plans being offered. We also have things like, um... Free Rx, which is like a prescription plan, uh, Free Rx Virtual Primary Care, dental, short-term disability, term life, vision, critical illness, group accident, behavioral health, and the IDx, um, Experts.

Speaker speaker_2: Okay. I'm not interested, but thank you.

Speaker speaker_1: You're welcome. Do you need help with anything else?

Speaker speaker_2: No, I'm okay. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.