

## **Transcript: VICTORIA**

**Taylor-5573295665627136-6539210993483776**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, I got a message and well, what is Benefits on a Card? We are a benefits administer if you happen to work through a staffing or temp agency. So it's for, uh, the medical insurance they offer. Oh, I see, I see. Yes, sir. What's the name of the agency you're working through? Um, Dorothy, but I think my, the people that pay me is Alliant. Okay. Are you wanting to get enrolled into the benefits or do you have questions about the benefits they offer? Um, no, I was just wonder- I was just wondering 'cause I just got the message, so I decided to call. Okay. Well, you have a wonderful day. Okay. Thank you. Thank you. 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 on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Yeah, I got a message and well, what is Benefits on a Card?

Speaker speaker\_1: We are a benefits administer if you happen to work through a staffing or temp agency. So it's for, uh, the medical insurance they offer.

Speaker speaker\_2: Oh, I see, I see.

Speaker speaker\_1: Yes, sir. What's the name of the agency you're working through?

Speaker speaker\_2: Um, Dorothy, but I think my, the people that pay me is Alliant.

Speaker speaker\_1: Okay. Are you wanting to get enrolled into the benefits or do you have questions about the benefits they offer?

Speaker speaker\_2: Um, no, I was just wonder- I was just wondering 'cause I just got the message, so I decided to call.

Speaker speaker\_1: Okay. Well, you have a wonderful day.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Thank you. Bye-bye.