

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Oh, I was trying to put my old card back up in my account. They tell me I got to reinstate it. Okay, I'm sorry, what? You're trying to reinstate your coverage? No, my card. Sir? Are you calling in regards to the medical insurance? I will. Okay. You have the wrong number. I'm sorry. This is for medical insurance. I'm sorry. You're fine. You have a wonderful day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Oh, I was trying to put my old card back up in my account. They tell me I got to reinstate it.

Speaker speaker_0: Okay, I'm sorry, what? You're trying to reinstate your coverage?

Speaker speaker_1: No, my card. Sir?

Speaker speaker_0: Are you calling in regards to the medical insurance?

Speaker speaker_1: I will.

Speaker speaker_0: Okay. You have the wrong number.

Speaker speaker_1: I'm sorry.

Speaker speaker_0: This is for medical insurance.

Speaker speaker_1: I'm sorry.

Speaker speaker_0: You're fine. You have a wonderful day.