

## **Transcript: VICTORIA**

**Taylor-5856374776971264-6094493099016192**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Yeah, I need that. This is the call record for that client. This is Victoria, how can I help you? Yes, hi. I received a text message that I needed to call you guys regard- regarding getting my benefits card, I guess? I haven't received my payroll yet, I don't know if it's on the card or what the deal is with that, so I'm just calling. So this is for medical insurance, this is not for like, pay. Oh! Oh, okay, well I didn't need that. I'm sorry then. Thank you so much, thanks for verifying that. 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: Yeah, I need that.

Speaker speaker\_0: This is the call record for that client.

Speaker speaker\_2: This is Victoria, how can I help you?

Speaker speaker\_1: Yes, hi. I received a text message that I needed to call you guys regard- regarding getting my benefits card, I guess? I haven't received my payroll yet, I don't know if it's on the card or what the deal is with that, so I'm just calling.

Speaker speaker\_2: So this is for medical insurance, this is not for like, pay.

Speaker speaker\_1: Oh! Oh, okay, well I didn't need that. I'm sorry then. Thank you so much, thanks for verifying that. Thank you.

Speaker speaker\_2: You're welcome. Bye-bye.