

## **Transcript: VICTORIA**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, is this Zachary? Who is this? Hello? Hello? Hey, is this Zachary? Who is this? I'm sorry, I can barely hear you. Hold on one second. Who is this? Hey, am I speaking with Zachary? Yes. Who is this? This is Victoria with Benefits and a Card. We spoke yesterday about your medical insurance through Doherty Staffing? Yep. Hey, just letting you know I was able to get the medical and dental ID card updated, um, to say your correct... the correct spelling of your first name and I resent that to your email. Oh, all right. Awesome. Thank you. You're welcome. You have a good day. Thanks. You too. Thank you. Bye-bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Hey, is this Zachary?

Speaker speaker\_2: Who is this?

Speaker speaker\_1: Hello?

Speaker speaker\_2: Hello?

Speaker speaker\_1: Hey, is this Zachary?

Speaker speaker\_2: Who is this?

Speaker speaker\_1: I'm sorry, I can barely hear you.

Speaker speaker\_2: Hold on one second. Who is this?

Speaker speaker\_1: Hey, am I speaking with Zachary?

Speaker speaker\_2: Yes. Who is this?

Speaker speaker\_1: This is Victoria with Benefits and a Card. We spoke yesterday about your medical insurance through Doherty Staffing?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Hey, just letting you know I was able to get the medical and dental ID card updated, um, to say your correct... the correct spelling of your first name and I resent that

to your email.

Speaker speaker\_2: Oh, all right. Awesome. Thank you.

Speaker speaker\_1: You're welcome. You have a good day.

Speaker speaker\_2: Thanks. You too.

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

Speaker speaker\_2: Bye.