

## **Transcript: VICTORIA**

**Taylor-5911359262769152-4759003766669312**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on the Card. This is Victoria. How can I help you? Yes, Victoria. I'm, I'm an employee of, um, Oxford, um, Consulting. And I'd like to add, um, some benefits to you while I can. Okay. I'm sorry. You said you're wanting to add on to the enrollment? Yes. Okay. Um, let me pull up your file. What's the last four of your Social? 5932. And your first and last name? Larry Roe, R-O-E. Okay. Would you mind verifying your address and date of birth?

### **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 the Card. This is Victoria. How can I help you?

Speaker speaker\_2: Yes, Victoria. I'm, I'm an employee of, um, Oxford, um, Consulting. And I'd like to add, um, some benefits to you while I can.

Speaker speaker\_1: Okay. I'm sorry. You said you're wanting to add on to the enrollment?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Um, let me pull up your file. What's the last four of your Social?

Speaker speaker\_2: 5932.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Larry Roe, R-O-E.

Speaker speaker\_1: Okay. Would you mind verifying your address and date of birth?