

## **Transcript: VICTORIA**

**Taylor-6366045917888512-5587748518838272**

### **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? Hi. Um, I just started with this company a few weeks ago and I was just wanting to know, like, how much y'all's insurance is and stuff. Okay. What's the name of the agency you work for? Partners Personnel. All right. So they have a couple different plans to choose from. Um, what I can do is I can actually email you a copy of the benefits guide and it'll go over, like, all the plans, what they cover and how much they cost. Yeah. Yeah, do that. That'd be great. Okay. And are you a new hire with them? Yes. Okay. I was just gonna say, um, they typically give you 30 days from the date of your first check to get enrolled. So if you see anything that you're interested in enrolling into, you would just call us back and we can get you enrolled over the phone. Okay. Yeah, sounds good. Um, what would be a good email to send that to? Um, D-E-Z-E R-A-I 2005 T at gmail.com. I'm just gonna repeat that back. Is it E as in echo, E as in echo, Z as in zebra? It's D-E, like D as in dog. Oh, okay. Let me... Okay, so D-E and then what was after that? Z as in, in zebra. D-E-Z-E. And then E-R-A-I. So D as in dog, E-Z as in zebra, E-R-A-I? Y- yes, I think so. Maybe repeat that one more time. Yeah, so D as in dog, E as in echo, Z as in zebra, E as in echo, R-A-I? Yes, ma'am. And then what was after that? Um, 2005 and then T as in Tom. Okay, so 2005 and then T as in tom at gmail.com? Yes, ma'am. All righty. I will go ahead and send that to you, um, and if you make a decision, uh, tonight, we're open as late as 8:00 PM. Oh, okay. Yeah, that sounds good. Thank you. Yes, ma'am. And then also, just to let you know, we will be closed tomorrow up until Monday. We're typically closed on weekends and we'll be closed tomorrow and Friday for the holiday. All righty. Yes, ma'am. You have a wonderful day. Thank you. You too. 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: Hi. Um, I just started with this company a few weeks ago and I was just wanting to know, like, how much y'all's insurance is and stuff.

Speaker speaker\_1: Okay. What's the name of the agency you work for?

Speaker speaker\_2: Partners Personnel.

Speaker speaker\_1: All right. So they have a couple different plans to choose from. Um, what I can do is I can actually email you a copy of the benefits guide and it'll go over, like, all the plans, what they cover and how much they cost.

Speaker speaker\_2: Yeah. Yeah, do that. That'd be great.

Speaker speaker\_1: Okay. And are you a new hire with them?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. I was just gonna say, um, they typically give you 30 days from the date of your first check to get enrolled. So if you see anything that you're interested in enrolling into, you would just call us back and we can get you enrolled over the phone.

Speaker speaker\_2: Okay. Yeah, sounds good.

Speaker speaker\_1: Um, what would be a good email to send that to?

Speaker speaker\_2: Um, D-E-Z-E R-A-I 2005 T at gmail.com.

Speaker speaker\_1: I'm just gonna repeat that back. Is it E as in echo, E as in echo, Z as in zebra?

Speaker speaker\_2: It's D-E, like D as in dog.

Speaker speaker\_1: Oh, okay. Let me... Okay, so D-E and then what was after that?

Speaker speaker\_2: Z as in, in zebra. D-E-Z-E. And then E-R-A-I.

Speaker speaker\_1: So D as in dog, E-Z as in zebra, E-R-A-I?

Speaker speaker\_2: Y- yes, I think so. Maybe repeat that one more time.

Speaker speaker\_1: Yeah, so D as in dog, E as in echo, Z as in zebra, E as in echo, R-A-I?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And then what was after that?

Speaker speaker\_2: Um, 2005 and then T as in Tom.

Speaker speaker\_1: Okay, so 2005 and then T as in tom at gmail.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All righty. I will go ahead and send that to you, um, and if you make a decision, uh, tonight, we're open as late as 8:00 PM.

Speaker speaker\_2: Oh, okay. Yeah, that sounds good. Thank you.

Speaker speaker\_1: Yes, ma'am. And then also, just to let you know, we will be closed tomorrow up until Monday. We're typically closed on weekends and we'll be closed tomorrow and Friday for the holiday.

Speaker speaker\_2: All righty.

Speaker speaker\_1: Yes, ma'am. You have a wonderful day.

Speaker speaker\_2: Thank you. You too.

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