

Transcript: VICTORIA

Taylor-6370854640599040-6456418576416768

Full Transcript

Thank you for calling Benefits and a Card, this is Victoria, how can I help you? Hi. Um, I'm just calling to know what benefits I have. Okay. What's the name of the agency you work for? Um, HHS. Oh, HSS. And the last four of your Social? 6846. And your first and last name? Kimberly Moreno. Okay. Do you mind verifying your address and date of birth? Yes. It's 600 Warwick Avenue, Apartment C2 and my birthday is January 17th, 2004. The city for that address is Norfolk, state is Virginia. Yep. Zip code is 25... or excuse me, 23503. Yes. Your phone number is 757-974-4816? Yes. And then email is first and last name, 567 at Gmail? Hmm... yeah, 567. Okay. I don't see that you're currently enrolled into anything. Oh. Um, how would I enroll? Could, do I do it on the phone or only go on the website? You can do it over the phone. Do you know what you're wanting to enroll into, like what specific plans? Um, what type of plans and benefits do I have? That's what I don't really know. There's multiple to choose from. Um, what I can do, is I can email you a copy of the benefits guide. That way you can look over it and then once you know specifically what you wanna enroll into, you can call us back from there. Okay, thank you. Yes. I would like that. Okay. And then just to let you know, it looks like you have until the 12th of March to get enrolled. The 12th of March? Okay. All righty. Well, I will send more information to your email, but did you have any other questions for me? Um, no. It was just that. Okay. You have a wonderful night. Thank you. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card, this is Victoria, how can I help you?

Speaker speaker_1: Hi. Um, I'm just calling to know what benefits I have.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Um, HHS. Oh, HSS.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 6846.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Kimberly Moreno.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Yes. It's 600 Warwick Avenue, Apartment C2 and my birthday is January 17th, 2004.

Speaker speaker_0: The city for that address is Norfolk, state is Virginia.

Speaker speaker_1: Yep.

Speaker speaker_0: Zip code is 25... or excuse me, 23503.

Speaker speaker_1: Yes.

Speaker speaker_0: Your phone number is 757-974-4816?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is first and last name, 567 at Gmail?

Speaker speaker_1: Hmm... yeah, 567.

Speaker speaker_0: Okay. I don't see that you're currently enrolled into anything.

Speaker speaker_1: Oh. Um, how would I enroll? Could, do I do it on the phone or only go on the website?

Speaker speaker_0: You can do it over the phone. Do you know what you're wanting to enroll into, like what specific plans?

Speaker speaker_1: Um, what type of plans and benefits do I have? That's what I don't really know.

Speaker speaker_0: There's multiple to choose from. Um, what I can do, is I can email you a copy of the benefits guide. That way you can look over it and then once you know specifically what you wanna enroll into, you can call us back from there.

Speaker speaker_1: Okay, thank you. Yes. I would like that.

Speaker speaker_0: Okay. And then just to let you know, it looks like you have until the 12th of March to get enrolled.

Speaker speaker_1: The 12th of March? Okay.

Speaker speaker_0: All righty. Well, I will send more information to your email, but did you have any other questions for me?

Speaker speaker_1: Um, no. It was just that.

Speaker speaker_0: Okay. You have a wonderful night.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you. Bye-bye.