

## **Transcript: VICTORIA**

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### **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? Yes, ma'am. I just received a text today from my company, Partners Personnel, to enroll in the benefits. Okay. Do you know what you're wanting to enroll into? Um, no. I, I, I actually don't know what you have or 'cause, um, uh, the, the text was very brief. I didn't even know I was eligible for benefits yet. Okay. Yeah, um, so you have 30 days from the date of your first check to get enrolled into benefits. Uh-huh. Um, there's a couple different plans to choose from. If you'd like, if you have a good email, I can email you the benefits guide for you to look over and then if you see anything you're- Yeah. ... interested in there, you can call us back. Yeah, that would be great. Okay. Um, what would be a good email to send that to? Okay. My email is B as in boy.henderson, H-E-N-D-E-R-S-O-N.business@gmail.com. So B.Henderson.business@gmail.com? That's correct. Okay. And you said it's Partners Personnel you're with? Yes, ma'am. Okay. All righty, I will email you some more information. Um, if you see anything that you're interested, um, in it like as in getting enrolled into, uh, just call us back. Like I said, you'll have 30 days from the date of your first check to get enrolled. Okay. Well, thank you very much. You're welcome. Yeah, have a good day. You too. Bye-bye. 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: Yes, ma'am. I just received a text today from my company, Partners Personnel, to enroll in the benefits.

Speaker speaker\_1: Okay. Do you know what you're wanting to enroll into?

Speaker speaker\_2: Um, no. I, I, I actually don't know what you have or 'cause, um, uh, the, the text was very brief. I didn't even know I was eligible for benefits yet.

Speaker speaker\_1: Okay. Yeah, um, so you have 30 days from the date of your first check to get enrolled into benefits.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Um, there's a couple different plans to choose from. If you'd like, if you have a good email, I can email you the benefits guide for you to look over and then if you see anything you're-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... interested in there, you can call us back.

Speaker speaker\_2: Yeah, that would be great.

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

Speaker speaker\_2: Okay. My email is B as in boy.henderson,  
H-E-N-D-E-R-S-O-N.business@gmail.com.

Speaker speaker\_1: So B.Henderson.business@gmail.com?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: Okay. And you said it's Partners Personnel you're with?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. All righty, I will email you some more information. Um, if you see anything that you're interested, um, in it like as in getting enrolled into, uh, just call us back. Like I said, you'll have 30 days from the date of your first check to get enrolled.

Speaker speaker\_2: Okay. Well, thank you very much.

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

Speaker speaker\_2: You too. Bye-bye.

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