

## **Transcript: VICTORIA**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello. Thank you for calling Benefits on a Card. This is Victoria. How may I help you? Yes, I was-- I was calling to see if my check was pending on my card yet. Okay, sir. This is for medical insurance. Oh, wrong number.

### **Conversation Format**

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

Speaker speaker\_1: Hello. Thank you for calling Benefits on a Card. This is Victoria. How may I help you?

Speaker speaker\_2: Yes, I was-- I was calling to see if my check was pending on my card yet.

Speaker speaker\_1: Okay, sir. This is for medical insurance.

Speaker speaker\_2: Oh, wrong number.