

## Transcript: VICTORIA

Taylor-4526062290911232-5393721677103104

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, hello. Um, I'm with Partners Personnel and I was just, uh, I was calling to hear about how, how I would go about enrolling in benefits. Okay. Do you know, uh, what you're wanting to enroll into, like what plan specifically? Um, I don't even know like what the plans are or anything. I've just been getting a text message saying to enroll in benefits before, um, before my 30-day... before 30 days from my first paycheck. Okay, and you said it's Partners Personnel that you work through? Yes. Okay. Um, if you want, I can send you a copy of the benefits guide to your email that will go over pretty much all the plans being offered, what they cover and how much they cost. So it lays out all that information for you. And then- Uh, yes please. Yes. Okay. Once you make a decision, you can call us back if you wanna enroll. Um- Okay, for sure, yeah, if I can get the email. What would be a good email address to send that to? ROMERMIG8@gmail.com. R-O-M as in Mary, E-R-M as in Mary, I-G, uh, the number 8@gmail.com? Yes. Okay. All righty. I will send that to your email. And then did you have any other questions for me? Uh, no, that was pretty much it, and then I'll, I'll, I'll call back, um, when I know what options I want to enroll in. Okay, that's, that's perfect. Uh, no, like I'm, I'm asking you, is that what I should do? Yeah, like I said, that's perfect. That's exactly what you do. Oh, okay. Okay, thank you. If you see anything that you're interested in, just call us back and we can get you enrolled from there. Okay, and what are, um, what are your office hours? We're open Monday through Friday, 8:00 AM, um, 8:00 AM to 8:00 PM Eastern Time. Okay, nice. Thank you so much. I'll see the email. Okay. Thank you. Thank you. You're welcome. Bye-bye. Have a good one. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Uh, hello. Um, I'm with Partners Personnel and I was just, uh, I was calling to hear about how, how I would go about enrolling in benefits.

Speaker speaker\_0: Okay. Do you know, uh, what you're wanting to enroll into, like what plan specifically?

Speaker speaker\_1: Um, I don't even know like what the plans are or anything. I've just been getting a text message saying to enroll in benefits before, um, before my 30-day... before 30 days from my first paycheck.

Speaker speaker\_0: Okay, and you said it's Partners Personnel that you work through?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, if you want, I can send you a copy of the benefits guide to your email that will go over pretty much all the plans being offered, what they cover and how much they cost. So it lays out all that information for you. And then-

Speaker speaker\_1: Uh, yes please. Yes.

Speaker speaker\_0: Okay. Once you make a decision, you can call us back if you wanna enroll. Um-

Speaker speaker\_1: Okay, for sure, yeah, if I can get the email.

Speaker speaker\_0: What would be a good email address to send that to?

Speaker speaker\_1: ROMERMIG8@gmail.com.

Speaker speaker\_0: R-O-M as in Mary, E-R-M as in Mary, I-G, uh, the number 8@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. All righty. I will send that to your email. And then did you have any other questions for me?

Speaker speaker\_1: Uh, no, that was pretty much it, and then I'll, I'll, I'll call back, um, when I know what options I want to enroll in.

Speaker speaker\_0: Okay, that's, that's perfect.

Speaker speaker\_1: Uh, no, like I'm, I'm asking you, is that what I should do?

Speaker speaker\_0: Yeah, like I said, that's perfect. That's exactly what you do.

Speaker speaker\_1: Oh, okay. Okay, thank you.

Speaker speaker\_0: If you see anything that you're interested in, just call us back and we can get you enrolled from there.

Speaker speaker\_1: Okay, and what are, um, what are your office hours?

Speaker speaker\_0: We're open Monday through Friday, 8:00 AM, um, 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker\_1: Okay, nice. Thank you so much. I'll see the email.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Thank you. Thank you.

Speaker speaker\_0: You're welcome. Bye-bye.

Speaker speaker\_1: Have a good one. Bye-bye.