

## **Transcript: VICTORIA**

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### **Full Transcript**

Hello. Hi, who is this? This is Victoria with Benefits on a Card. How can I help you? Um, I'm good, thank you. Actually, uh, you called one of my friend who cannot speak English and he give me the number and he told me... I, uh, I was ap- I applied for him a job and he told me from a job that he received a phone call and he doesn't understand why did you call him. This is for the medical insurance if they work through a staffing or a temp agency. Okay, so medical, medical insurance? Yes. Um, if you want you can let him know that we do have a translator service and he can call us in and we can answer any questions that he might have about the medical insurance. Okay, thank you. Thank you. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Hello.

Speaker speaker\_1: Hi, who is this?

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

Speaker speaker\_1: Um, I'm good, thank you. Actually, uh, you called one of my friend who cannot speak English and he give me the number and he told me... I, uh, I was ap- I applied for him a job and he told me from a job that he received a phone call and he doesn't understand why did you call him.

Speaker speaker\_0: This is for the medical insurance if they work through a staffing or a temp agency.

Speaker speaker\_1: Okay, so medical, medical insurance?

Speaker speaker\_0: Yes. Um, if you want you can let him know that we do have a translator service and he can call us in and we can answer any questions that he might have about the medical insurance.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Bye-bye.