

## **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? Hi. I just got, um, the text message to say, uh, I have the 30 days to enroll from my first, um, paycheck and today's the last day of those 30 days. Okay. Um, what's the name of the agency you work for? Uh, Partners Personnel. And the last four of your Social? 9107. All right. And your first and last name? My name is Pyper, P-Y-P-E-R, and then Collard, C-O-L-L-A-R-D. Gotcha. Do you mind, uh, verifying your address and date of birth? My date of birth is 12/15/2004. My address is 2902 West Sweetwater Drive, or Ave., um, Apartment 3902, Phoenix, Arizona. Okay. And let's see, phone number 970-403-4550? Correct. And email is gonna be PC, your last name, 333@gmail.com? Correct. Okay. Wait one second. So I'm actually seeing that you have until the 25th of December. Really? Mm-hmm. 'Cause they were telling me today was my last day. Yeah, so it's 30 days from the date of your first check. Um, and my- Mm-hmm. ... system has that as November 25th, so 30 days from that would be December 25th. Okay. Perfect. Um, do you know what you might wanna enroll into or what's being offered? Um, I have no clue. They didn't provide me with any information. Okay. Um, so I can send you a copy of the benefits guide to your email. They'll go over like- Mm-hmm. ... all the plans being offered, what they cover and how much they cost, so you can look over that. And then, um, once you know the specific plans you wanna enroll into, you can just call us back from there to enroll. Perfect. Thank you. That'll be, that'll work. Okay. Um, did you have any other questions for me? No, it was just the insurance. All right. You have a wonderful day. You as well. Thank you so much. 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: Hi. I just got, um, the text message to say, uh, I have the 30 days to enroll from my first, um, paycheck and today's the last day of those 30 days.

Speaker speaker\_1: Okay. Um, what's the name of the agency you work for?

Speaker speaker\_2: Uh, Partners Personnel.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 9107.

Speaker speaker\_1: All right. And your first and last name?

Speaker speaker\_2: My name is Pyper, P-Y-P-E-R, and then Collard, C-O-L-L-A-R-D.

Speaker speaker\_1: Gotcha. Do you mind, uh, verifying your address and date of birth?

Speaker speaker\_2: My date of birth is 12/15/2004. My address is 2902 West Sweetwater Drive, or Ave., um, Apartment 3902, Phoenix, Arizona.

Speaker speaker\_1: Okay. And let's see, phone number 970-403-4550?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And email is gonna be PC, your last name, 333@gmail.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. Wait one second. So I'm actually seeing that you have until the 25th of December.

Speaker speaker\_2: Really?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: 'Cause they were telling me today was my last day.

Speaker speaker\_1: Yeah, so it's 30 days from the date of your first check. Um, and my-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... system has that as November 25th, so 30 days from that would be December 25th.

Speaker speaker\_2: Okay. Perfect.

Speaker speaker\_1: Um, do you know what you might wanna enroll into or what's being offered?

Speaker speaker\_2: Um, I have no clue. They didn't provide me with any information.

Speaker speaker\_1: Okay. Um, so I can send you a copy of the benefits guide to your email. They'll go over like-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... all the plans being offered, what they cover and how much they cost, so you can look over that. And then, um, once you know the specific plans you wanna enroll into, you can just call us back from there to enroll.

Speaker speaker\_2: Perfect. Thank you. That'll be, that'll work.

Speaker speaker\_1: Okay. Um, did you have any other questions for me?

Speaker speaker\_2: No, it was just the insurance.

Speaker speaker\_1: All right. You have a wonderful day.

Speaker speaker\_2: You as well. Thank you so much.

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