

## **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? Um... Hello? Hello? Hi, how can I help you? Hey. I'm... I'm... I find a message, a message, uh, on my phone. A message say, uh, I can, uh, I must, uh, call this number. Okay. So this is for medical insurance, if you work through a staffing or temp agency. Hello? This one. This one. Yes. This is for health insurance? Okay. I'm having a hard time hearing you.

### **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: Um...

Speaker speaker\_3: Hello?

Speaker speaker\_2: Hello?

Speaker speaker\_1: Hi, how can I help you?

Speaker speaker\_2: Hey. I'm... I'm... I find a message, a message, uh, on my phone. A message say, uh, I can, uh, I must, uh, call this number.

Speaker speaker\_1: Okay. So this is for medical insurance, if you work through a staffing or temp agency. Hello?

Speaker speaker\_2: This one. This one. Yes. This is for health insurance?

Speaker speaker\_1: Okay. I'm having a hard time hearing you.