

Transcript: VICTORIA

Taylor-4765962407559168-6116426894065664

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? Yes, ma'am. I was trying to find out if my Benefit card was still active. Uh, the number that I see on the back of the card doesn't work anymore. So, I was trying to see if I had the correct card and if I don't, I was wanting to know if you guys could send me another one. I may have misplaced the correct one. I don't know. Okay. Uh, what's the name of the agency you work for? Ma'am, what number is this? This is the wrong number. This, I was trying to call Flex account card. Okay. This is- The O- ... Benefits on a Card. This is for medical insurance. Okay. I'm trying to find on the OTC, over-the-counter card. Okay. Thank you, ma'am. I have the wrong number. You're welcome. You're welcome. 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: Yes, ma'am. I was trying to find out if my Benefit card was still active. Uh, the number that I see on the back of the card doesn't work anymore. So, I was trying to see if I had the correct card and if I don't, I was wanting to know if you guys could send me another one. I may have misplaced the correct one. I don't know.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Ma'am, what number is this? This is the wrong number. This, I was trying to call Flex account card.

Speaker speaker_1: Okay. This is-

Speaker speaker_2: The O-

Speaker speaker_1: ... Benefits on a Card. This is for medical insurance.

Speaker speaker_2: Okay. I'm trying to find on the OTC, over-the-counter card. Okay. Thank you, ma'am. I have the wrong number.

Speaker speaker_1: You're welcome. You're welcome.

Speaker speaker_2: Bye-bye.