

Transcript: VICTORIA

Taylor-4766045320986624-5761473382400000

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? Uh, I was, uh, just getting all the alert messages from, from here. I didn't know about this. I had, um, the un- like, unknown messages that tagged me. I didn't see... I didn't see, uh, all the alerts that I got. I'm sorry. It's kinda hard to hear you. Uh, um, I, I'm saying that I've just seen all the text alerts that you guys have sent, like, sent me about enrolling into the benefits or something. Okay. Uh, like, w- uh, I was asking what is there, like, how to go about it? Like, what is it? So this is for medical insurance. Are you wanting to enroll or are you wanting to opt out? Oh, okay. I didn't know. I, I was just getting the alert messages coming down. I didn't know what it was. Okay. Did you need help with anything else? No, no, no, no. Nothing else. Okay. Thank you. Have a good day.

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: Uh, I was, uh, just getting all the alert messages from, from here. I didn't know about this. I had, um, the un- like, unknown messages that tagged me. I didn't see... I didn't see, uh, all the alerts that I got.

Speaker speaker_1: I'm sorry. It's kinda hard to hear you.

Speaker speaker_2: Uh, um, I, I'm saying that I've just seen all the text alerts that you guys have sent, like, sent me about enrolling into the benefits or something.

Speaker speaker_1: Okay.

Speaker speaker_2: Uh, like, w- uh, I was asking what is there, like, how to go about it? Like, what is it?

Speaker speaker_1: So this is for medical insurance. Are you wanting to enroll or are you wanting to opt out?

Speaker speaker_2: Oh, okay. I didn't know. I, I was just getting the alert messages coming down. I didn't know what it was.

Speaker speaker_1: Okay. Did you need help with anything else?

Speaker speaker_2: No, no, no, no. Nothing else.

Speaker speaker_1: Okay.

Speaker speaker_2: Thank you.

Speaker speaker_1: Have a good day.