

## **Transcript: VICTORIA**

**Taylor-4977482109239296-6273735694696448**

### **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, Victoria. My name is Carla. I'm calling on behalf of Jason Pichardo. I'm just calling because he wants to know if his, um, medical is active. Okay. I would need to speak to him directly. Is he nearby? Yes. He's here, but he-- this is Spang-- um, he only speaks Spanish. Okay. We do have Spanish representatives available but we have to speak to the members directly. Okay. Is there any way you can transfer me? Sure. Give me just one moment. Thank 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: Hi, Victoria. My name is Carla. I'm calling on behalf of Jason Pichardo. I'm just calling because he wants to know if his, um, medical is active.

Speaker speaker\_1: Okay. I would need to speak to him directly. Is he nearby?

Speaker speaker\_2: Yes. He's here, but he-- this is Spang-- um, he only speaks Spanish.

Speaker speaker\_1: Okay. We do have Spanish representatives available but we have to speak to the members directly.

Speaker speaker\_2: Okay. Is there any way you can transfer me?

Speaker speaker\_1: Sure. Give me just one moment.

Speaker speaker\_2: Thank you.