

## Transcript: VICTORIA

**Taylor-4994802717343744-5399612461465600**

### 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, yes, hon. Uh, I was, uh, uh, calling to speak to someone there in, uh, HEB staffing here in Scotchville, uh, concerning my spouse. Um, we... I had spoke with the, the lady 'cause she done great. She's awesome. Uh, she had given us a paper here about my spouse. He, uh, said the corporate, uh, said he still had like three-day vacation. Uh, and then I told her that, you know, I wanted to have a copy of it. And of course, he just brought it home today, and, uh, said you... On here, of course, you know, where it says data, uh, you earned the vacation time since it's 3/14/2024, 24. Said he only used s- uh, two days. Well, that'd be 16 hours. And said, you, you know, he had, uh, 24 hours left. And I mean, tomorrow is the, the 14th. So how's he gonna take, uh, three, three days? I mean, I mean, I don't know how... Let me explain this right to you. I don't... We had just spoke 'cause he was just telling me... 'cause I was going to tell him that he's going to be, uh, you know, take a leave, be taking a leave of absence. He's going to have to have a knee surgery. And she told me that he had three days of vacation that he needed to take, and that's what we was gonna do. And, and so he... I don't know if, you know, what we can do about this. I don't know if there's anything we can do. Okay, are you just calling about his vacation time? Uh, yes, honey. Uh, yeah. I think you, you called the wrong number. We just administer medical insurance. Oh, okay. Okay, okay. Well, I be... I thought... I think I did, honey. Sorry. I say- I'm very, very, very, very sorry, sweetheart. You're fine. Thank you, honey. Have a good day. You too. Bye-bye. 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: Uh, yes, hon. Uh, I was, uh, uh, calling to speak to someone there in, uh, HEB staffing here in Scotchville, uh, concerning my spouse. Um, we... I had spoke with the, the lady 'cause she done great. She's awesome. Uh, she had given us a paper here about my spouse. He, uh, said the corporate, uh, said he still had like three-day vacation. Uh, and then I told her that, you know, I wanted to have a copy of it. And of course, he just brought it home today, and, uh, said you... On here, of course, you know, where it says data, uh, you earned the vacation time since it's 3/14/2024, 24. Said he only used s- uh, two days. Well, that'd be 16 hours. And said, you, you know, he had, uh, 24 hours left. And I mean, tomorrow is the, the

14th. So how's he gonna take, uh, three, three days? I mean, I mean, I don't know how... Let me explain this right to you. I don't... We had just spoke 'cause he was just telling me... 'cause I was going to tell him that he's going to be, uh, you know, take a leave, be taking a leave of absence. He's going to have to have a knee surgery. And she told me that he had three days of vacation that he needed to take, and that's what we was gonna do. And, and so he... I don't know if, you know, what we can do about this. I don't know if there's anything we can do.

Speaker speaker\_1: Okay, are you just calling about his vacation time?

Speaker speaker\_2: Uh, yes, honey. Uh, yeah.

Speaker speaker\_1: I think you, you called the wrong number. We just administer medical insurance.

Speaker speaker\_2: Oh, okay. Okay, okay. Well, I be... I thought... I think I did, honey.

Speaker speaker\_1: Sorry.

Speaker speaker\_2: I say- I'm very, very, very, very sorry, sweetheart.

Speaker speaker\_1: You're fine.

Speaker speaker\_2: Thank you, honey. Have a good day.

Speaker speaker\_1: You too.

Speaker speaker\_2: Bye-bye.

Speaker speaker\_1: Bye-bye.