

## **Transcript: VICTORIA**

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### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, I got a message from you guys. Okay. What did it say? Um... Hold on, I'll read it to you. "Hello. Friendly reminder, your opportunity to enroll in benefits is coming to an end. Call BIC at," yada yada, "for info." Okay. Are you wanting to enroll in to the, uh, medical insurance? No, not really. I was just wondering what the heck you guys were. All right. 2:00 Okay. That's it. 2:01 Uh, we administer m- medical insurance if you work through, like, a staffing or a temp agency. Oh, yeah. I am through a temp agency but, uh, I'm cool off the insurance really. I have Medi-Cal and all stuff like that. Okay. Do you need help with anything else? Um, technically if you could get Partners Personnel to answer their goddamn phones, that would be lovely. Yeah. Unfortunately, we just administer the medical insurance. Okey-dokey. I kind of figured as much. All right, madam, have a great rest of your day. Thank you for answering. Have a great day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Um, I got a message from you guys.

Speaker speaker\_0: Okay. What did it say?

Speaker speaker\_1: Um... Hold on, I'll read it to you. "Hello. Friendly reminder, your opportunity to enroll in benefits is coming to an end. Call BIC at," yada yada, "for info."

Speaker speaker\_0: Okay. Are you wanting to enroll in to the, uh, medical insurance?

Speaker speaker\_1: No, not really. I was just wondering what the heck you guys were. All right. 2:00

Speaker speaker\_2: Okay.

Speaker speaker\_1: That's it. 2:01

Speaker speaker\_0: Uh, we administer m- medical insurance if you work through, like, a staffing or a temp agency.

Speaker speaker\_1: Oh, yeah. I am through a temp agency but, uh, I'm cool off the insurance really. I have Medi-Cal and all stuff like that.

Speaker speaker\_0: Okay. Do you need help with anything else?

Speaker speaker\_1: Um, technically if you could get Partners Personnel to answer their goddamn phones, that would be lovely.

Speaker speaker\_0: Yeah. Unfortunately, we just administer the medical insurance.

Speaker speaker\_1: Okey-dokey. I kind of figured as much. All right, madam, have a great rest of your day. Thank you for answering. Have a great day.

Speaker speaker\_0: You too. Bye-bye.