

## **Transcript: VICTORIA**

**Taylor-5076007918157824-4703063828250624**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options. To send a fax, press four now. To leave a callback number, press five. Hey, this message is for, uh, Miss Sandra. This is Victoria with Benefits and a Card. We were just speaking about the insurance you have, uh, under your husband through Friday Services. I was just downloading the ID cards, and I'm noticing that some of these ID cards say individual only, so I'm gonna have to have that adjusted to where it says employee plus spouse on it. So I am gonna, um, escalate that, get it fixed, and then follow up with you and send you the correct or send the correct copies to his email. Um, so I just wanted to ... you back and let you know that I'm gonna have to have those updated. But if you have any other questions, feel free to give us a call back. Phone number is 800-497-4856. Thank you and have a wonderful day. If you're satisfied with the message, press one. To listen to... To leave the number from which you are calling, press pound. To lea... Phone number 800-497-4856. If the number is correct, press one. To reenter the number, press two. Phone number 800-497-4856. If the number is correct, press one. To reenter the number, press two. Phone number 800-497-4856. To send your message with normal delivery, press one. To send your message with urgent delivery... Thank you. Your message has been sent.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options. To send a fax, press four now. To leave a callback number, press five.

Speaker speaker\_1: Hey, this message is for, uh, Miss Sandra. This is Victoria with Benefits and a Card. We were just speaking about the insurance you have, uh, under your husband through Friday Services. I was just downloading the ID cards, and I'm noticing that some of these ID cards say individual only, so I'm gonna have to have that adjusted to where it says employee plus spouse on it. So I am gonna, um, escalate that, get it fixed, and then follow up with you and send you the correct or send the correct copies to his email. Um, so I just wanted to

Speaker speaker\_2: ... you back and let you know that I'm gonna have to have those updated. But if you have any other questions, feel free to give us a call back. Phone number is 800-497-4856. Thank you and have a wonderful day.

Speaker speaker\_0: If you're satisfied with the message, press one. To listen to... To leave the number from which you are calling, press pound. To lea... Phone number 800-497-4856. If the number is correct, press one. To reenter the number, press two. Phone number 800-497-4856. If the number is correct, press one. To reenter the number, press two. Phone number 800-497-4856. To send your message with normal delivery, press one. To send your message with urgent delivery... Thank you. Your message has been sent.