

## Transcript: VICTORIA

Taylor-5124587777900544-5555549091348480

### 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? Oh, yeah, I'm trying to see if I make... try anything for my, uh, account. I'm sorry? I'm trying to see if I make... anything for my account. I'm trying to see, can I get some insurance? 'Cause the one I got is not an insurance card. It just, uh, do put my, uh, uh, fitness and the checkup. Okay. What's the name of the agency you work for? Uh, uh, uh, Webb, Staton. Wagner Staton. Wagner? Yes, ma'am. And the last four of your Social? Hold on. Sorry. Nah, I'm home now. They open now. I can get y'all for sure. It's 0:10. And I'ma pay you \$25. I was making 21, this is \$11.69. Nah, I try... Where is it at? No, I know, that's why I don't... Let me get it. Let me spend my money like I want to. Um, well, I'm going to wait on them right now. I'm going to get started taking of other stuff right now. Yeah, I ain't... Yeah. I got to live with it. You know, I... They go a lot. They wouldn't... Yeah, I got two. Okay. You know, man, I just want... I mean, I could... I mean, I could... Yep.

### 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: Oh, yeah, I'm trying to see if I make... try anything for my, uh, account.

Speaker speaker\_1: I'm sorry?

Speaker speaker\_2: I'm trying to see if I make... anything for my account. I'm trying to see, can I get some insurance? 'Cause the one I got is not an insurance card. It just, uh, do put my, uh, uh, fitness and the checkup.

Speaker speaker\_1: Okay. What's the name of the agency you work for?

Speaker speaker\_2: Uh, uh, uh, Webb, Staton. Wagner Staton.

Speaker speaker\_1: Wagner?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: Hold on. Sorry. Nah, I'm home now. They open now. I can get y'all for sure. It's 0:10. And I'ma pay you \$25. I was making 21, this is \$11.69. Nah, I try... Where is it at? No, I know, that's why I don't... Let me get it. Let me spend my money like I want to. Um, well, I'm going to wait on them right now. I'm going to get started taking of other stuff right now. Yeah, I ain't... Yeah. I got to live with it. You know, I... They go a lot. They wouldn't... Yeah, I got two. Okay. You know, man, I just want... I mean, I could... I mean, I could... Yep.