

## **Transcript: VICTORIA**

**Taylor-5136669741629440-4627633371824128**

### **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 Emma Sager and I had received a call earlier, um, saying that there was going to be a courier del- package delivered to me tomorrow and an adult needed to be home with valid identification. So I was just calling in regards to that. Okay. Um, this is, uh, this is Benefits on a Card. We're benefits administers for staffing agencies, so this is like for medical insurance. Oh. I wonder if that was like a t- 'cause it said... Let me just double-check the phone number. The phone number that they told me to contact the issuer is 866-575-8550. Huh. Yeah, that's not one of our phone numbers. Okay. Well, then it must've been just a... Maybe it was a... Okay. Well, thank you. I appreciate it. Yes, ma'am. Have a good day. You too. Okay.

### **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 Emma Sager and I had received a call earlier, um, saying that there was going to be a courier del- package delivered to me tomorrow and an adult needed to be home with valid identification. So I was just calling in regards to that.

Speaker speaker\_1: Okay. Um, this is, uh, this is Benefits on a Card. We're benefits administers for staffing agencies, so this is like for medical insurance.

Speaker speaker\_2: Oh. I wonder if that was like a t- 'cause it said... Let me just double-check the phone number. The phone number that they told me to contact the issuer is 866-575-8550. Huh.

Speaker speaker\_1: Yeah, that's not one of our phone numbers.

Speaker speaker\_2: Okay. Well, then it must've been just a... Maybe it was a... Okay. Well, thank you. I appreciate it.

Speaker speaker\_1: Yes, ma'am. Have a good day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Okay.