

## **Transcript: VICTORIA**

**Taylor-5246258620874752-6543571628802048**

### **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. Um, I'm, I'm trying to enroll. I'm a, I'm a new, um, hire. Okay. What's the name of the agency you work for? Oxford, uh, Global Resources. And the last four of your Social? 3411. Okay. And your first and last name? Casey Fagan. C-A-S-E-Y. F as in Frank. A-G-A-N. Okay. Do you mind verifying your address and date of birth? Uh, 1717 13th Street, Los Osos, California 93402 and 05/31/1971. And then phone number is, uh, 323-387-2289? That's correct. And email is gonna be first name.J-U-N-G last name@gmail.com? Yes. That's correct. Okay. Um, give me one second. 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. Um, I'm, I'm trying to enroll. I'm a, I'm a new, um, hire.

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

Speaker speaker\_2: Oxford, uh, Global Resources.

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

Speaker speaker\_2: 3411.

Speaker speaker\_1: Okay. And your first and last name?

Speaker speaker\_2: Casey Fagan. C-A-S-E-Y. F as in Frank. A-G-A-N.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: Uh, 1717 13th Street, Los Osos, California 93402 and 05/31/1971.

Speaker speaker\_1: And then phone number is, uh, 323-387-2289?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: And email is gonna be first name.J-U-N-G last name@gmail.com?

Speaker speaker\_2: Yes. That's correct.

Speaker speaker\_1: Okay. Um, give me one second. Okay.