

Transcript: VICTORIA

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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? Excuse me, I have a message here from you. I don't know if you were you or somebody else in your company. They said they, they insured... What kind of insurance you have me? This is for, like, medical insurance if you work through a staffing or a temp agency. I don't work... I don't need insurance in Medicare. I don't know what, what company is that one anyway. I don't know how you have my number. Okay. Do you work through a staffing or temp agency? I work in the staffing? Yes. What's the name? Uh, do you work through a staffing agency? I, I don't know. I work with so many agencies there, I do not see if this is the right one. I don't know. You have my records? How you look at my record? Okay. I, I can pull you up, but typically we would need the name of the agency as well. Um... Oh. What's your first and last name? Elvira Nasini. How do you spell your first name? E-L-V-I-R-A. E-L- E, E Edward, L Lola, V Victor, I-I, A Rose, A Apple. Or you can pass me to somebody that speak Spanish, please, if you don't mind. Okay, sure. Give me just one second. Thank you so much.

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: Excuse me, I have a message here from you. I don't know if you were you or somebody else in your company. They said they, they insured... What kind of insurance you have me?

Speaker speaker_1: This is for, like, medical insurance if you work through a staffing or a temp agency.

Speaker speaker_2: I don't work... I don't need insurance in Medicare. I don't know what, what company is that one anyway. I don't know how you have my number.

Speaker speaker_1: Okay. Do you work through a staffing or temp agency?

Speaker speaker_2: I work in the staffing?

Speaker speaker_1: Yes. What's the name? Uh, do you work through a staffing agency?

Speaker speaker_2: I, I don't know. I work with so many agencies there, I do not see if this is the right one. I don't know. You have my records? How you look at my record?

Speaker speaker_1: Okay. I, I can pull you up, but typically we would need the name of the agency as well. Um...

Speaker speaker_2: Oh.

Speaker speaker_1: What's your first and last name?

Speaker speaker_2: Elvira Nasini.

Speaker speaker_1: How do you spell your first name?

Speaker speaker_2: E-L-V-I-R-A.

Speaker speaker_1: E-L-

Speaker speaker_2: E, E Edward, L Lola, V Victor, I-I, A Rose, A Apple. Or you can pass me to somebody that speak Spanish, please, if you don't mind.

Speaker speaker_1: Okay, sure. Give me just one second.

Speaker speaker_2: Thank you so much.