

## **Transcript: VICTORIA**

**Taylor-5419416960319488-5974534470451200**

### **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? Uh, yes, Victoria. Um, I was trying to see if I'm still enrolled in my health benefits, but I can't find my login link or anything. Okay. Uh, um- Um, I never got any, I never got any kind of information on open enrollment and I've actually been needing to cancel that. Okay. What's the name of the agency you work for? Uh, Partners Personnel. And the last four of your Social? 4263. And your first and last name? Paul Whitestar. Gotcha. Do you mind verifying your address and date of birth? It says, uh, 3404 San Juan Trail, Moore, Oklahoma 73160. And my date of birth is, uh, 04/26/89. Gotcha. And phone number 405-863-1096? Yes, that's correct. And then email's gonna be paul.whitestar@gmail.com? Yes, that's correct. Okay. Um, I don't see that you're enrolled into anything currently. Really? Yep. That is surprising. Like did I not... Was I, was I not enrolled at all? I don't see that you were. No, sir. Okay. Well, that, that clears up a lot of things. Um, I've actually got a benefits card and everything, so... I've even went to the doctor like once since I've had it, so... Okay. Uh, that definitely helps me, though. All righty. Um, was there anything else you might need help with? No. That's actually it. Thank you very much. You're welcome. You have a wonderful day. All right. All right, you too. Bye. Thank you. Bye-bye.

### **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: Uh, yes, Victoria. Um, I was trying to see if I'm still enrolled in my health benefits, but I can't find my login link or anything.

Speaker speaker\_1: Okay. Uh, um-

Speaker speaker\_2: Um, I never got any, I never got any kind of information on open enrollment and I've actually been needing to cancel that.

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

Speaker speaker\_2: Uh, Partners Personnel.

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

Speaker speaker\_2: 4263.

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

Speaker speaker\_2: Paul Whitestar.

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

Speaker speaker\_2: It says, uh, 3404 San Juan Trail, Moore, Oklahoma 73160. And my date of birth is, uh, 04/26/89.

Speaker speaker\_1: Gotcha. And phone number 405-863-1096?

Speaker speaker\_2: Yes, that's correct.

Speaker speaker\_1: And then email's gonna be paul.whitestar@gmail.com?

Speaker speaker\_2: Yes, that's correct.

Speaker speaker\_1: Okay. Um, I don't see that you're enrolled into anything currently.

Speaker speaker\_2: Really?

Speaker speaker\_1: Yep. That is surprising. Like did I not... Was I, was I not enrolled at all? I don't see that you were. No, sir.

Speaker speaker\_2: Okay. Well, that, that clears up a lot of things. Um, I've actually got a benefits card and everything, so... I've even went to the doctor like once since I've had it, so... Okay. Uh, that definitely helps me, though.

Speaker speaker\_1: All righty. Um, was there anything else you might need help with?

Speaker speaker\_2: No. That's actually it. Thank you very much.

Speaker speaker\_1: You're welcome. You have a wonderful day.

Speaker speaker\_2: All right. All right, you too. Bye.

Speaker speaker\_1: Thank you. Bye-bye.