

## **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? Hi ma'am. I was, um... I got a text message. It said to call this number as per, um... I have to pick up a check with Partners Personnel, but this morning I, uh, I got the text message that, uh, to call this number. So this has nothing to do with your payroll. This is to do with, uh, the medical insurance being offered for your Partners Personnel. Okay. Yes, sir. Uh, do you need- Um- ... help with anything? No. No. I don't. Okay. Have a good day. Okay, ma'am. Thank you. Thank you. Bye-bye. 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: Hi ma'am. I was, um... I got a text message. It said to call this number as per, um... I have to pick up a check with Partners Personnel, but this morning I, uh, I got the text message that, uh, to call this number.

Speaker speaker\_1: So this has nothing to do with your payroll. This is to do with, uh, the medical insurance being offered for your Partners Personnel.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yes, sir. Uh, do you need-

Speaker speaker\_2: Um-

Speaker speaker\_1: ... help with anything?

Speaker speaker\_2: No. No. I don't.

Speaker speaker\_1: Okay. Have a good day.

Speaker speaker\_2: Okay, ma'am. Thank you.

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

Speaker speaker\_2: Bye-bye.