

## Transcript: VICTORIA

**Taylor-5568148532412416-6707822533591040**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, ma'am. Uh, I was trying to enroll in the benefit. Okay. Oh, I'm sorry, I was trying to enroll in the benefit. Sure. What's the name of the agency you work for? Uh, Par- Partners Personnel. And the last four of your Social? 01971. And your first and last name? Devon fue. Okay. Do you mind verifying your address and date of birth? Uh, 3660 East 3rd Street, Apartment C6, 85716, Tucson, Arizona. Okay. And, um, I'm sorry, your date of birth? My date of birth, 12-26-91. Okay. Phone number 520-406-3831? Yes. All right, and then email is first and last name, the number six, at gmail? Mm-hmm. Yes, ma'am. Do you know specifically what plans you're wanting to enroll into? No, it just told me, it just sent me a- a- a text to my, uh, my phone, and it was like, I can get benefits. Okay. So this is for the medical insurance that's being offered through Partners Personnel. There's multiple plans to choose from. Um, what I can do is I can send you a copy of the, uh, benefits guide to your email, which will pretty much lay out all the plans, uh, what they cover and how much they cost. And then once you make a decision- Oh. ... you can call us back from there to enroll. Okay. Okay. Um, just to let you know, it looks like you have up until the 19th of March to get enrolled. Okay. All right. Well, I will go ahead and send that information to ya. And was there anything else you might need help with? No, ma'am. All right. You have a wonderful day. You too. Thank you. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Yes, ma'am. Uh, I was trying to enroll in the benefit.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Oh, I'm sorry, I was trying to enroll in the benefit.

Speaker speaker\_0: Sure. What's the name of the agency you work for?

Speaker speaker\_1: Uh, Par- Partners Personnel.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 01971.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Devon fue.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Uh, 3660 East 3rd Street, Apartment C6, 85716, Tucson, Arizona.

Speaker speaker\_0: Okay. And, um, I'm sorry, your date of birth?

Speaker speaker\_1: My date of birth, 12-26-91.

Speaker speaker\_0: Okay. Phone number 520-406-3831?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right, and then email is first and last name, the number six, at gmail?

Speaker speaker\_1: Mm-hmm. Yes, ma'am.

Speaker speaker\_0: Do you know specifically what plans you're wanting to enroll into?

Speaker speaker\_1: No, it just told me, it just sent me a- a- a text to my, uh, my phone, and it was like, I can get benefits.

Speaker speaker\_0: Okay. So this is for the medical insurance that's being offered through Partners Personnel. There's multiple plans to choose from. Um, what I can do is I can send you a copy of the, uh, benefits guide to your email, which will pretty much lay out all the plans, uh, what they cover and how much they cost. And then once you make a decision-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... you can call us back from there to enroll.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: Um, just to let you know, it looks like you have up until the 19th of March to get enrolled.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Well, I will go ahead and send that information to ya. And was there anything else you might need help with?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: All right. You have a wonderful day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you. Bye-bye.