

## **Transcript: VICTORIA**

**Taylor-5982068729495552-5020595731611648**

### **Full Transcript**

This call may be monitored or recorded for quality assurance purposes. Hey, is this Mr. Brown? Yes. Hey, this is Victoria with Benefits on a Card. Um, I'm just giving you a call back regarding the, uh, virtual care benefit you have with Crown Services. Okay. Hey, um, so I just got word that you and your spouse, um, both should have received deactivation emails. They re-resent those to you guys. All right. Appreciate it. I'm at work right now, so I'll check it when I get home. Okay. If you need anything else, just give us a call back. All right, thank you. You're welcome. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: This call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hey, is this Mr. Brown?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Hey, this is Victoria with Benefits on a Card. Um, I'm just giving you a call back regarding the, uh, virtual care benefit you have with Crown Services.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Hey, um, so I just got word that you and your spouse, um, both should have received deactivation emails. They re-resent those to you guys.

Speaker speaker\_2: All right. Appreciate it. I'm at work right now, so I'll check it when I get home.

Speaker speaker\_1: Okay. If you need anything else, just give us a call back.

Speaker speaker\_2: All right, thank you.

Speaker speaker\_1: You're welcome. Bye-bye.