

## Transcript: VICTORIA

**Taylor-5984418701819904-5892333596360704**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, hello. I see ad for Morales Group. Uh, she's, they tell me call for, for on, another group. And then I got one card for me. I don't know what, what happened. I just called. I just w- should call. Wait. Okay. Um, so you're with Morales Group? Yeah, Morales Group. Sh- I asked that Mrs., and me call for Green Card, uh, because I don't know. I don't know exactly. I'm just, I'm just making sure it's called for. So, this is for medical insurance that they offer. Oh. A- a- assurance? It's medical insurance. Oh, no. No. Because we no speak very good English. I'm just make sure it's just call. Now, I don't know exactly if, I mean, call for, for Green Card. I don't know. You cannot help me? You cannot send me message? You cannot text you back? Sir, this is for medical insurance that Morales offers. Oh. Oh, oh, right. Oh, right. Okay. Okay, I see. Okay. Uh, I send for... I send something, uh, for 401 or life assurance? It, it's just medical insurance. Uh, I don't know if they offer a 401. That's something you'll have to talk to them about. Oh. Uh, me just got question. Maybe next, another two, two, two or three, three month for somebody to manage. Uh, I need assurance, um, because I need for clean my teeth. Uh, I need to clean my teeth. Maybe she's, they give me this num- one number. May... I got long time now. I may never call for, for this number. Okay, I'm sorry. I don't, I don't understand what the question is. Okay. I'll text you message. I wanna text you back. Okay. We don't have a way to receive those texts back. Those are automated- Okay. ... texts. Um, okay. Maybe tomorrow. I call you tomorrow at... Uh, I'll, I go to my uncle. Uh, I explain to my uncle and say my uncle call you back for me. Okay, that's fine. Okay, thank you. Thank you. Bye-bye. Yep, yep.

### Conversation Format

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

Speaker speaker\_1: Uh, hello. I see ad for Morales Group. Uh, she's, they tell me call for, for on, another group. And then I got one card for me. I don't know what, what happened. I just called. I just w- should call. Wait.

Speaker speaker\_0: Okay. Um, so you're with Morales Group?

Speaker speaker\_1: Yeah, Morales Group. Sh- I asked that Mrs., and me call for Green Card, uh, because I don't know. I don't know exactly. I'm just, I'm just making sure it's called for.

Speaker speaker\_0: So, this is for medical insurance that they offer.

Speaker speaker\_1: Oh. A- a- assurance?

Speaker speaker\_0: It's medical insurance.

Speaker speaker\_1: Oh, no. No. Because we no speak very good English. I'm just make sure it's just call. Now, I don't know exactly if, I mean, call for, for Green Card. I don't know. You cannot help me? You cannot send me message? You cannot text you back?

Speaker speaker\_0: Sir, this is for medical insurance that Morales offers.

Speaker speaker\_1: Oh. Oh, oh, right. Oh, right. Okay. Okay, I see. Okay. Uh, I send for... I send something, uh, for 401 or life assurance?

Speaker speaker\_0: It, it's just medical insurance. Uh, I don't know if they offer a 401. That's something you'll have to talk to them about.

Speaker speaker\_1: Oh. Uh, me just got question. Maybe next, another two, two, two or three, three month for somebody to manage. Uh, I need assurance, um, because I need for clean my teeth. Uh, I need to clean my teeth. Maybe she's, they give me this num- one number. May... I got long time now. I may never call for, for this number.

Speaker speaker\_0: Okay, I'm sorry. I don't, I don't understand what the question is.

Speaker speaker\_1: Okay. I'll text you message. I wanna text you back.

Speaker speaker\_0: Okay. We don't have a way to receive those texts back. Those are automated-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... texts.

Speaker speaker\_1: Um, okay. Maybe tomorrow. I call you tomorrow at... Uh, I'll, I go to my uncle. Uh, I explain to my uncle and say my uncle call you back for me.

Speaker speaker\_0: Okay, that's fine.

Speaker speaker\_1: Okay, thank you.

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

Speaker speaker\_1: Yep, yep.