

## Transcript: VICTORIA

**Taylor-6009664627195904-5003550653595648**

### Full Transcript

Your call may be monitored or recorded- Hello. You've reached Lily. ... for quality assurance purposes. At the beep, you know what to do. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options. To leave a callback number, press five. Hey, this message is for, uh, Mr. Johnson. This is Victoria with Benefits and a Card. Uh, we administer the medical insurance for, uh, or with your employer, Surge Staffing. Um, I'm just giving you a callback regarding, uh, your prescription coverage. Um, I was calling to see what the name of the pharmacy was that you're trying to get your prescriptions filled and also see if you have a phone number for them so that we can, uh, have Pharmaville call them directly. Um, so if you will, just give us a callback with the name and phone number of the pharmacy that you're trying to get your prescriptions filled at. Um, our phone number is 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Thank you and have a wonderful day. If you're satisfied with the message, press one. To listen... To leave the number from which you are calling, press pound. To leave a... Phone number 800-497-4856. If the number is correct, press one. To reenter the number, press two. To send your message with normal delivery, press one. To send your message... Thank you. Your message has been sent.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded-

Speaker speaker\_1: Hello. You've reached Lily.

Speaker speaker\_0: ... for quality assurance purposes.

Speaker speaker\_1: At the beep, you know what to do.

Speaker speaker\_0: At the tone, please record your message. When you've finished recording, you may hang up or press one for more options. To leave a callback number, press five.

Speaker speaker\_2: Hey, this message is for, uh, Mr. Johnson. This is Victoria with Benefits and a Card. Uh, we administer the medical insurance for, uh, or with your employer, Surge Staffing. Um, I'm just giving you a callback regarding, uh, your prescription coverage. Um, I was calling to see what the name of the pharmacy was that you're trying to get your prescriptions filled and also see if you have a phone number for them so that we can, uh, have Pharmaville call them directly. Um, so if you will, just give us a callback with the name and

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Speaker speaker\_0: If you're satisfied with the message, press one. To listen... To leave the number from which you are calling, press pound. To leave a... Phone number 800-497-4856. If the number is correct, press one. To reenter the number, press two. To send your message with normal delivery, press one. To send your message... Thank you. Your message has been sent.