

## **Transcript: VICTORIA**

**Taylor-6017856084557824-4938031110471680**

### **Full Transcript**

Sorry. Tell me why you're calling back. Thank you for calling Benefit Center Card, this is Victoria. How can I help you? Um, yes. Um, I'm calling for Eric Hall. I'm just seeing if, um, if he has insurance through y'all or not. Okay. Is he nearby that I can speak with him? Um, no, he's at work. Um, he's needing me to check... I'm his wife, checking his insurance, his went through. Are you on the policy? No, I'm not. Okay. We would have to speak to him directly.

### **Conversation Format**

Speaker speaker\_0: Sorry. Tell me why you're calling back.

Speaker speaker\_1: Thank you for calling Benefit Center Card, this is Victoria. How can I help you?

Speaker speaker\_0: Um, yes. Um, I'm calling for Eric Hall. I'm just seeing if, um, if he has insurance through y'all or not.

Speaker speaker\_1: Okay. Is he nearby that I can speak with him?

Speaker speaker\_0: Um, no, he's at work. Um, he's needing me to check... I'm his wife, checking his insurance, his went through.

Speaker speaker\_1: Are you on the policy?

Speaker speaker\_0: No, I'm not.

Speaker speaker\_1: Okay. We would have to speak to him directly.