

## Transcript: VICTORIA

**Taylor-6043298004910080-6683032586731520**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Miss Victoria. My name is Sandra Landreth. My husband just now called me from work. Um, he is enrolled with Benefits in a Card for through Friday Staffing, and he got a text message stating that today was the last day for him to enroll in the benefit card. Um, he had spoke to someone last week, and they had told him that he was enrolled. They had been waiting on my information, because he'd added me to the policy. And he said, "You better call them and make sure that it did go through." You know? So I wanted to make sure that it was... had gone through. And I don't know if I need to give you his Social or my Social. It's through Friday Staffing. Okay. What's the last four of his Social? It is 2445... 0831. And his first and last name? Robert Landreth. It's L-A-N-D like David, R-E-T like Thomas, H. Okay. And I'm sorry, your first and last- And I am Sandra. I'm Sandra Landreth. I'm his wife. Okay. What's the- And the last four of mine is... I'm sorry. It's 9891. And your date of birth as well? 10/27/60. Okay. Yeah, so I see that he's enrolled. That text message was just sent out to all employees with Friday Services. Um- Okay. ... it's just a reminder to get enrolled, because their open enrollment actually ends this Thursday, but you guys are enrolled- Oh. ... and I have you listed as a dependent. Good. Thank the Lord. Mm-hmm. Just wanted to make sure, so I appreciate your help. Yes, ma'am. You have a wonderful day. You too. Thank you. 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: Hi, Miss Victoria. My name is Sandra Landreth. My husband just now called me from work. Um, he is enrolled with Benefits in a Card for through Friday Staffing, and he got a text message stating that today was the last day for him to enroll in the benefit card. Um, he had spoke to someone last week, and they had told him that he was enrolled. They had been waiting on my information, because he'd added me to the policy. And he said, "You better call them and make sure that it did go through." You know? So I wanted to make sure that it was... had gone through. And I don't know if I need to give you his Social or my Social. It's through Friday Staffing.

Speaker speaker\_0: Okay. What's the last four of his Social?

Speaker speaker\_1: It is 2445... 0831.

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

Speaker speaker\_1: Robert Landreth. It's L-A-N-D like David, R-E-T like Thomas, H.

Speaker speaker\_0: Okay. And I'm sorry, your first and last-

Speaker speaker\_1: And I am Sandra. I'm Sandra Landreth. I'm his wife.

Speaker speaker\_0: Okay. What's the-

Speaker speaker\_1: And the last four of mine is... I'm sorry. It's 9891.

Speaker speaker\_0: And your date of birth as well?

Speaker speaker\_1: 10/27/60.

Speaker speaker\_0: Okay. Yeah, so I see that he's enrolled. That text message was just sent out to all employees with Friday Services. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... it's just a reminder to get enrolled, because their open enrollment actually ends this Thursday, but you guys are enrolled-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... and I have you listed as a dependent.

Speaker speaker\_1: Good. Thank the Lord.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Just wanted to make sure, so I appreciate your help.

Speaker speaker\_0: Yes, ma'am. You have a wonderful day.

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Bye.

Speaker speaker\_0: Bye.