

## **Transcript: VICTORIA**

**Taylor-6056421800067072-4885541338267648**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. This is Victoria. How can I help you? Hey. I was just calling 'cause y'all called me earlier but I didn't have a chance to pick up 'cause I was busy. Okay. Did anyone leave you a voicemail, or...? Um, no. No. Okay. Um- I just called because... Yeah. Well, we administer, um, medical insurance for staffing agencies. Uh, do you happen to work through a staffing agency? Uh, what was that, right there? So, we administer medical insurance for staffing agencies. Do you happen to work- Oh. ... through a staffing agency? Oh, okay. No, I don't think so, though. Okay. Um, well, it's possible- You know- ... we had the wrong number, but this is just, like I said, for medical insurance if you work through a staffing or temp agency. Oh, oh, okay. Yeah, probably so, so... It's okay. Okay. You have a wonderful day. All right. Yeah, you too. Thank you.

### **Conversation Format**

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

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

Speaker speaker\_2: Hey. I was just calling 'cause y'all called me earlier but I didn't have a chance to pick up 'cause I was busy.

Speaker speaker\_1: Okay. Did anyone leave you a voicemail, or...?

Speaker speaker\_2: Um, no. No.

Speaker speaker\_1: Okay. Um-

Speaker speaker\_2: I just called because... Yeah.

Speaker speaker\_1: Well, we administer, um, medical insurance for staffing agencies. Uh, do you happen to work through a staffing agency?

Speaker speaker\_2: Uh, what was that, right there?

Speaker speaker\_1: So, we administer medical insurance for staffing agencies. Do you happen to work-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... through a staffing agency?

Speaker speaker\_2: Oh, okay. No, I don't think so, though.

Speaker speaker\_1: Okay. Um, well, it's possible-

Speaker speaker\_2: You know-

Speaker speaker\_1: ... we had the wrong number, but this is just, like I said, for medical insurance if you work through a staffing or temp agency.

Speaker speaker\_2: Oh, oh, okay. Yeah, probably so, so... It's okay.

Speaker speaker\_1: Okay. You have a wonderful day.

Speaker speaker\_2: All right. Yeah, you too.

Speaker speaker\_1: Thank you.