

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. So, I had a question. I... My agency switched me to this benefit card which I have no clue what it is, and I already had doctor's appointments and stuff like that and I haven't received any card. I don't know nothing about this card, and I was looking at the emails so I decided to call and see if you guys can inform me of, you know, my benefits and maybe you can send me a card through email because imagine tomorrow I have an appointment and I'm lost. Like I don't even know. Okay. What's the name of the agency you work for? Um, it's H... HCG.

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, Victoria. So, I had a question. I... My agency switched me to this benefit card which I have no clue what it is, and I already had doctor's appointments and stuff like that and I haven't received any card. I don't know nothing about this card, and I was looking at the emails so I decided to call and see if you guys can inform me of, you know, my benefits and maybe you can send me a card through email because imagine tomorrow I have an appointment and I'm lost. Like I don't even know.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Um, it's H... HCG.