

Transcript: VICTORIA

Taylor-6223273717612544-6368256143605760

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits by Card. This is Victoria, how can I help you? Um, yes, hi. I've been receiving, um, text messages about, uh, uh, to enroll in, in benefits. I don't understand the bit. Yeah, this is for medical insurance if you happen to work here like a staffing or temp agency. Oh, yeah, 'cause I work for a, for an agency for, uh, The Partners. Okay. Uh, what's the last four of your Social? 1743. And your first and last name? Veronica Isidoro. But do we have to get this benefit or it's just, um, if we want to? It's only if you want to. Oh, I see. Okay. So it's like for insurance? Yes, ma'am. That's what you're saying? Oh, okay. Um, that's fine. Thank you. You're welcome. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits by Card. This is Victoria, how can I help you?

Speaker speaker_2: Um, yes, hi. I've been receiving, um, text messages about, uh, uh, to enroll in, in benefits. I don't understand the bit.

Speaker speaker_1: Yeah, this is for medical insurance if you happen to work here like a staffing or temp agency.

Speaker speaker_2: Oh, yeah, 'cause I work for a, for an agency for, uh, The Partners.

Speaker speaker_1: Okay. Uh, what's the last four of your Social?

Speaker speaker_2: 1743.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Veronica Isidoro. But do we have to get this benefit or it's just, um, if we want to?

Speaker speaker_1: It's only if you want to.

Speaker speaker_2: Oh, I see. Okay. So it's like for insurance?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: That's what you're saying? Oh, okay. Um, that's fine. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye.