

Transcript: VICTORIA

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Full Transcript

To register for your benefits on my card, this is Victoria. How can I help you? Hi, my dad is trying to enroll for his medical benefits. ... Okay. Is he nearby that I can speak with him? Yes. He's going to get his, um, credentials real quick. He will be here soon. Okay. Um, what is it going to need? Uh, I would just need his name, social, and then have him verify his address and date of birth. Okay. Dad, this is just your ID card they're studying. Where's Grandpa now? Tell Grandpa I'm waiting. Please, I'm gonna call you back. Okay, that's fine. Thank you.

Conversation Format

Speaker speaker_0: To register for your benefits on my card, this is Victoria. How can I help you?

Speaker speaker_1: Hi, my dad is trying to enroll for his medical benefits. ...

Speaker speaker_0: Okay. Is he nearby that I can speak with him?

Speaker speaker_1: Yes. He's going to get his, um, credentials real quick. He will be here soon.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, what is it going to need?

Speaker speaker_0: Uh, I would just need his name, social, and then have him verify his address and date of birth.

Speaker speaker_1: Okay. Dad, this is just your ID card they're studying. Where's Grandpa now? Tell Grandpa I'm waiting. Please, I'm gonna call you back.

Speaker speaker_0: Okay, that's fine.

Speaker speaker_1: Thank you.