

## **Transcript: VICTORIA**

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### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, I just did a application with WorkSmart. I was trying to see how do I, um, fill out to put my information to get the benefit. Um, so like are you in the application process for a job? Yes. Um, I'm trying to see how to, um, do the benefit part, like the health insurance part and it just gave me this message. Okay. Um, let me see if we have a file for you. What's the last four of your social? 1723. And your first and last name? Brittney Neyo. Okay, it doesn't look like I have a file for you just yet. Do you know like what's being offered or what you might want to enroll into? Uh, I don't know the... I don't know the office. I don't know nothing. I j- I just got the health number. I just got Benefits on a Card and the phone number. It don't say health options none. I don't think they said this yet because I just did it. Okay. So what I'm gonna do is I'm gonna send you a copy of the benefits guide to your email. It's gonna go over all of the plans being offered, what they cover and how much they cost so that you can look over that. Um, once you make a decision on what you want to enroll into, you can just call us back from there to get enrolled. Um, and since we don't have a, um, file for you just yet, we might, when you call back, you might, we just might have to make one for you and then we can get you enrolled over the phone. Okay. Uh, what would be a good email to sent- send that to? Um, Brittney, B-R-I-T-T-N-E-Y.hill, H-I-L-L, 312@gmail.com. So Brittney, B-R-I-T-T-A-E-N-Y? E-N-E-Y. Oh, sorry about that. I don't know why I put the... So Ney and then.hill312@gmail.com. Yes, ma'am. Okay. All right. Alrighty, so I just sent that off. You should get that here in a few seconds and then like I said, once you know specifically which plan to enroll into, just give us a call back and we can go from there. Okay. Alrighty. Do you need help with anything else? No, ma'am. All right. You have a wonderful day. 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: Yes, I just did a application with WorkSmart. I was trying to see how do I, um, fill out to put my information to get the benefit.

Speaker speaker\_0: Um, so like are you in the application process for a job?

Speaker speaker\_1: Yes. Um, I'm trying to see how to, um, do the benefit part, like the health insurance part and it just gave me this message.

Speaker speaker\_0: Okay. Um, let me see if we have a file for you. What's the last four of your social?

Speaker speaker\_1: 1723.

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

Speaker speaker\_1: Brittney Noyo.

Speaker speaker\_0: Okay, it doesn't look like I have a file for you just yet. Do you know like what's being offered or what you might want to enroll into?

Speaker speaker\_1: Uh, I don't know the... I don't know the office. I don't know nothing. I j- I just got the health number. I just got Benefits on a Card and the phone number. It don't say health options none. I don't think they said this yet because I just did it.

Speaker speaker\_0: Okay. So what I'm gonna do is I'm gonna send you a copy of the benefits guide to your email. It's gonna go over all of the plans being offered, what they cover and how much they cost so that you can look over that. Um, once you make a decision on what you want to enroll into, you can just call us back from there to get enrolled. Um, and since we don't have a, um, file for you just yet, we might, when you call back, you might, we just might have to make one for you and then we can get you enrolled over the phone.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Uh, what would be a good email to sent- send that to?

Speaker speaker\_1: Um, Brittney, B-R-I-T-T-N-E-Y.hill, H-I-L-L, 312@gmail.com.

Speaker speaker\_0: So Brittney, B-R-I-T-T-A-E-N-Y?

Speaker speaker\_1: E-N-E-Y.

Speaker speaker\_0: Oh, sorry about that. I don't know why I put the... So Ney and then.hill312@gmail.com.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. All right. Alrighty, so I just sent that off. You should get that here in a few seconds and then like I said, once you know specifically which plan to enroll into, just give us a call back and we can go from there.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Alrighty. Do you need help with anything else?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: All right. You have a wonderful day.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Thank you. Bye-bye.