

## Transcript: VICTORIA

Taylor-6399086812512256-5267755214880768

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? I got the text saying that I had 30 days to sign up, um, from my t- first check. So I was just calling to see what the benefits were and if I can sign up? Okay. What's the name of the agency you work for? ATC Healthcare. Okay. Um, do you have the benefits guide for them. Know exactly what you're wanting to enroll into? Um... No. It just says... Um... It says, "Congrats on your job with ATC. You have 30 days from your first paycheck to enroll. Call Benefits in a Card at da, da, da to enroll." But it doesn't say anything else. Okay. Um, I can send you a copy of the benefits guide to your email. Mm-hmm. This will go over like all the plans being offered, what they cover and how much they cost. So you can look over that. Okay. And then once you know what you want to enroll into, you would just call us back from there. Okay. You said it's ATC that you're with? Yes. Okay. Let's see. Give me one second. I'm just pulling up the benefits guide. What would be a good email to send that to? Q as in queen, U as in umbrella, I as in igloo, A as in apple, R as in Richard, A as in apple, C as in cat, Y as in yellow, R as in Richard, U as in umbrella, S as in sam@gmail.com. All right. So Q-U-I-A-R-A-C-Y-R-U-s@gmail.com? Yeah. Okay. So I will send that to you there. And then like I said, if you know what you want to enroll into or have any questions, you can just call us back from there. Okay. Thank you. You're welcome. You have a wonderful day. You too. 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: I got the text saying that I had 30 days to sign up, um, from my t- first check. So I was just calling to see what the benefits were and if I can sign up?

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_1: ATC Healthcare.

Speaker speaker\_0: Okay. Um, do you have the benefits guide for them. Know exactly what you're wanting to enroll into?

Speaker speaker\_1: Um... No. It just says... Um... It says, "Congrats on your job with ATC. You have 30 days from your first paycheck to enroll. Call Benefits in a Card at da, da, da to enroll." But it doesn't say anything else.

Speaker speaker\_0: Okay. Um, I can send you a copy of the benefits guide to your email.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: This will go over like all the plans being offered, what they cover and how much they cost. So you can look over that.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then once you know what you want to enroll into, you would just call us back from there.

Speaker speaker\_1: Okay.

Speaker speaker\_0: You said it's ATC that you're with?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Let's see. Give me one second. I'm just pulling up the benefits guide. What would be a good email to send that to?

Speaker speaker\_1: Q as in queen, U as in umbrella, I as in igloo, A as in apple, R as in Richard, A as in apple, C as in cat, Y as in yellow, R as in Richard, U as in umbrella, S as in sam@gmail.com.

Speaker speaker\_0: All right. So Q-U-I-A-R-A-C-Y-R-U-s@gmail.com?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. So I will send that to you there. And then like I said, if you know what you want to enroll into or have any questions, you can just call us back from there.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: You too. Bye.