

## **Transcript: VICTORIA**

**Taylor-6404219770028032-6695116965462016**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, I'm calling because I received a text message, I guess, from my agency, saying we have a couple... 30 days to sign up for benefits. Okay. Uh, what's the name of the agency that you work for? Partners Personal. Gotcha. And are you wanting to enroll? Uh, yeah, or learn more about it or, so yeah. Okay. Um, do you have a copy of the benefits guide? No. We didn't get that. Okay. Um, I can send that to you if you have a, uh, good email address. Um- Okay. ... now are you a, uh, new hire with them? Yeah. I'm still with them. Okay. So they typically give new hires about, uh, 30 days from the date of their first check to get enrolled into benefits. So once you know, like, specifically what you want to enroll into, you can just call us back from there to get enrolled. Okay. Uh, what would be a good email to send that information to? Um, email address is c as in cat, o-r-a-l-c as in cat, a as in apple, 081416 at gmail.com. Okay. I'm just gonna repeat that back. C-o-r-a-l-c-a-0-8-1-4-1-6 at gmail.com. Yes. Okay. Um, it'll take like just a few seconds for me to get that email together, and I will send that to you. Um, the benefits guide goes over pretty much like all the plans being offered, what they cover and how much they, uh, cost. Okay. Sounds good. Thank you so much. You're welcome. You have a wonderful day. Thank you, you too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hey, I'm calling because I received a text message, I guess, from my agency, saying we have a couple... 30 days to sign up for benefits.

Speaker speaker\_0: Okay. Uh, what's the name of the agency that you work for?

Speaker speaker\_1: Partners Personal.

Speaker speaker\_0: Gotcha. And are you wanting to enroll?

Speaker speaker\_1: Uh, yeah, or learn more about it or, so yeah.

Speaker speaker\_0: Okay. Um, do you have a copy of the benefits guide?

Speaker speaker\_1: No. We didn't get that.

Speaker speaker\_0: Okay. Um, I can send that to you if you have a, uh, good email address. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... now are you a, uh, new hire with them?

Speaker speaker\_1: Yeah. I'm still with them.

Speaker speaker\_0: Okay. So they typically give new hires about, uh, 30 days from the date of their first check to get enrolled into benefits. So once you know, like, specifically what you want to enroll into, you can just call us back from there to get enrolled.

Speaker speaker\_1: Okay.

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

Speaker speaker\_1: Um, email address is c as in cat, o-r-a-l-c as in cat, a as in apple, 081416 at gmail.com.

Speaker speaker\_0: Okay. I'm just gonna repeat that back. C-o-r-a-l-c-a-0-8-1-4-1-6 at gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, it'll take like just a few seconds for me to get that email together, and I will send that to you. Um, the benefits guide goes over pretty much like all the plans being offered, what they cover and how much they, uh, cost.

Speaker speaker\_1: Okay. Sounds good. Thank you so much.

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

Speaker speaker\_1: Thank you, you too.