

## **Transcript: VICTORIA**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card®. This is Victoria. How can I help you? Hey. Um, I'm calling for my mom. She wants to cut off her insurance. Okay. Is she nearby that I can speak with her? Yeah. She's right beside me but she doesn't speak English. Okay. I... We would need to speak to her directly to decline coverage. Does she speak Spanish? Yeah. She speaks Spanish. Okay. Um, I can get a Spanish representative. Give me just one second. Okay.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card®. This is Victoria. How can I help you?

Speaker speaker\_2: Hey. Um, I'm calling for my mom. She wants to cut off her insurance.

Speaker speaker\_1: Okay. Is she nearby that I can speak with her?

Speaker speaker\_2: Yeah. She's right beside me but she doesn't speak English.

Speaker speaker\_1: Okay. I... We would need to speak to her directly to decline coverage. Does she speak Spanish?

Speaker speaker\_2: Yeah. She speaks Spanish.

Speaker speaker\_1: Okay. Um, I can get a Spanish representative. Give me just one second.

Speaker speaker\_2: Okay.