

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, how you doing? Um, I have a doctor's appointment at 7:10, and I just want to know which office hour this is because even though I, I called and validated that my, um, my insurance is covered by that provider or whatever like that, um, I know they probably going to still need, like, someone to validate it for me, um, and 'cause I'm a first, probably I'm a first time patient, so, I mean, what time do you suppose? Is it 24/7? No, it's not 24/7, but we're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Oh, cool. All right. Then I made it just in time then. Appointment's at 7:10, so okay. Thank you. You're welcome. Bye. Thanks.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Uh, how you doing? Um, I have a doctor's appointment at 7:10, and I just want to know which office hour this is because even though I, I called and validated that my, um, my insurance is covered by that provider or whatever like that, um, I know they probably going to still need, like, someone to validate it for me, um, and 'cause I'm a first, probably I'm a first time patient, so, I mean, what time do you suppose? Is it 24/7?

Speaker speaker_0: No, it's not 24/7, but we're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_1: Oh, cool. All right. Then I made it just in time then. Appointment's at 7:10, so okay. Thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Bye.

Speaker speaker_0: Thanks.