

Transcript: Sara

Marulanda-4679228737634304-5065408356466688

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. May I speak with Andre Bailey? Yes, ma'am. This is him. Hello. Uh, Mr. Bailey, this is benefits in a call, calling on behalf of Wagner Services. Okay. Okay. Your healthcare ID card was returned to our office due to wrong address, so I'm just calling to verify the address and see if we can correct that to, you know, to resend the ID card. The address we have on the system- Uh- Sir, go ahead, I'm sorry. All right. Uh, 1103 East Church Street, Apartment 5J. Okay. We was missing the apartment number. 5J? Y- yes, ma'am. Oh, okay. So this is what we got. 1103 East Church Street, Apartment 5J, Fort Valley, Georgia, 31030. Is that correct? Yeah, ma'am. All righty, sir. So we're going resend the ID card and I really appreciate, uh, for your patience while I work on it. Okay, sir? Yes, ma'am. Okay. Have a great day, sir. Mm, bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello. May I speak with Andre Bailey? Yes, ma'am. This is him. Hello. Uh, Mr. Bailey, this is benefits in a call, calling on behalf of Wagner Services. Okay. Okay. Your healthcare ID card was returned to our office due to wrong address, so I'm just calling to verify the address and see if we can correct that to, you know, to resend the ID card. The address we have on the system- Uh- Sir, go ahead, I'm sorry. All right. Uh, 1103 East Church Street, Apartment 5J. Okay. We was missing the apartment number. 5J? Y- yes, ma'am. Oh, okay. So this is what we got. 1103 East Church Street, Apartment 5J, Fort Valley, Georgia, 31030. Is that correct? Yeah, ma'am. All righty, sir. So we're going resend the ID card and I really appreciate, uh, for your patience while I work on it. Okay, sir? Yes, ma'am. Okay. Have a great day, sir. Mm, bye-bye.