

Transcript: Sara

Marulanda-6077261902692352-6247918804320256

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, ma'am. Can we go ahead? Hello? Yeah, I'm listening this minute. Yeah, I'm listening. Okay, I'm calling from Benefits NetCard, ??? staffing. Um, just to let you know that your healthcare ID card was returned to our office, uh, due to a wrong address. Like, we're missing something on the address. So I just wondering if we can verify the address to resend your healthcare ID card. Can you say that again? What, what is that? I couldn't hear you. Okay. Um, I'm calling because your healthcare ID card was returned to our office. Mm-hmm. So I'm wondering if we can verify the address with you to resend the healthcare ID card. Oh, okay. Yeah, 'cause I just moved, so... Okay. The address on your file is 499 Central Drive, Stone Mountain, Georgia. Is that the correct address? No. Uh, I move from the, the, the right one now is 49- uh, 4719 Central Drive. Uh, Stone Mountain- Okay. Good. ... Georgia, Stone Mountain, Georgia 30083 and the apartment number is 7G. Okay, hold on. So you say 4719 and what else? 4719 Central Drive. Central. Right. And the apartment number? 7G, 17G. So 17. 17- 17G. Yeah, 17. Stone Mountain 17G. Yeah. Okay, and it's still the same ZIP code? Huh? Sorry, okay- Still the same ZIP code, 30083? Yeah, it's still the same ZIP code, yeah. Okay, ma'am. So we're going to resend the ID card to the right address, okay? Okay, thank you. You're more than welcome. Thank you, friends with Benefits NetCard. Have a wonderful day, ma'am. Okay, you too. Bye. Thank you, ma'am. Bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello, ma'am. Can we go ahead? Hello? Yeah, I'm listening this minute. Yeah, I'm listening. Okay, I'm calling from Benefits NetCard, ??? staffing. Um, just to let you know that your healthcare ID card was returned to our office, uh, due to a wrong address. Like, we're missing something on the address. So I just wondering if we can verify the address to resend your healthcare ID card. Can you say that again? What, what is that? I couldn't hear you. Okay. Um, I'm calling because your healthcare ID card was returned to our office. Mm-hmm. So I'm wondering if we can verify the address with you to resend the healthcare ID card. Oh, okay. Yeah, 'cause I just moved, so... Okay. The address on your file is 499 Central Drive, Stone Mountain, Georgia. Is that the correct address? No. Uh, I move from the, the, the right one now is 49- uh, 4719 Central Drive. Uh, Stone Mountain- Okay. Good. ... Georgia, Stone Mountain, Georgia 30083 and the apartment number is 7G. Okay, hold on. So you say 4719 and what else? 4719 Central Drive. Central. Right. And the apartment number? 7G, 17G. So 17. 17- 17G. Yeah, 17. Stone Mountain 17G. Yeah. Okay, and it's still the same ZIP code? Huh? Sorry, okay- Still

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