

Transcript: Sara

Marulanda-6527120455450624-6474050094710784

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits on the Card. My name is Sarah. May I have your name please? Yeah, Clyde Jenkins. Hello, Mr. Jenkins. How may I help you? Yes. Um, I work, uh, uh, through Wagner and I have my medical through, uh, Wagner. I got the, the deal and the vision but I haven't not got my medical card yet. Okay, let me check that for you. May I have please the last four digits of your Social Security number? Sure, 6342. Thank you very much. And just for security purposes can you please verify your address and date of birth? Date of birth's January 13th, 1952. Address is 1386 Harris Road, Lawrenceville, Georgia, zip 343. Email tjenkins867@gmail.com? Yes, ma'am. Phone number is 678-231-1023. Yes, ma'am. Thank you very much, Mr. Jenkins. Okay, so you only received your Vision ID card? Vision and bill. I don't got my medical yet. Vision and bill. You're not good. Okay, so may I put you on hold for a minute while I send you the medical ID card? Oh, no problem. Okay, I'll be right back with you, sir. Please don't disconnect the call. Thank you, thank you. Thank you. Hello, Mr. Jenkins? Yes, ma'am. Thank you for waiting, sir. Can you check your email while we are on the phone? Okay, I mean, I need the, I need the medical card sent to me. Yes, I already sent a request for the ID card to be mailed to your, to your, uh, mailing address but in the meantime you can use the one I just sent you. I mean, you must have it already. That's for you- Okay. Let me, let, let, yeah, let me check real quick. Hang on. Sure thing. Hang on. Ma'am? Yes, sir? Yeah, I got it now. Okay. So just use that one, uh, while you wait for the hard copy to arrive on the mail. All right, thank you, appreciate it. You have a good one. Thank you. You as well, sir. Have a great night. Thank you for calling Benefits- Same to you. Thank you. You're more than welcome. Bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits on the Card. My name is Sarah. May I have your name please? Yeah, Clyde Jenkins. Hello, Mr. Jenkins. How may I help you? Yes. Um, I work, uh, uh, through Wagner and I have my medical through, uh, Wagner. I got the, the deal and the vision but I haven't not got my medical card yet. Okay, let me check that for you. May I have please the last four digits of your Social Security number? Sure, 6342. Thank you very much. And just for security purposes can you please verify your address and date of birth? Date of birth's January 13th, 1952. Address is 1386 Harris Road, Lawrenceville, Georgia, zip 343. Email tjenkins867@gmail.com? Yes, ma'am. Phone number is 678-231-1023. Yes, ma'am. Thank you very much, Mr. Jenkins. Okay, so you only received your Vision ID card? Vision and bill. I

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