

Transcript: VICTORIA

Taylor-4506481329881088-6065069160579072

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Um, hi. I just need to know what my policy number is and a good address to send to a hos- to the hospital. Okay. Um, let me pull up your file. What's the name of the agency you work for? Innovative Style Solution. All right. And what is the last four of your Social? 2354. Gotcha. Do you mind verifying your address and date of birth? 32 Park Estate, Sparta, Illinois, 6/19/96. And first name is Jay, last name is, uh- Braun. ... Braun. Gotcha, thank you for that. And then phone number is 618-443-7038? Yes, ma'am. And then email is jab-96@live.com? Yes, ma'am. Okay. Um, do you not have your ID card? Uh, no. I never received it in the mail. Okay, let me see. I can, uh, pull up a digital copy. It's typically emailed to you versus being sent out by the mail. Oh, okay. Um, but I can look up a digital copy and it'll have all the information on it for you. Okay. Now, do you also need your dental and vision? I need my vision. I have my dental card, not- not my vision. Okay. I'm just gonna look up copies of all of them and send it to your email real quick. Okay. All righty. Give me just a few minutes and I'll be right back. All righty. Thank you. All righty. Thank you so much for holding. So I just sent that to your email. Thank you so much, ma'am. You're welcome. Did you need help with anything else? Um, no, that should be it. All righty. And then, um, like I said, the policy information's on there and then, um, also on your medical ID card on the right-hand side, it'll s- uh, show the claims address as well. Okay, thank you so much. You're welcome. You have a wonderful day. All right. You too. Bye-bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Um, hi. I just need to know what my policy number is and a good address to send to a hos- to the hospital.

Speaker speaker_0: Okay. Um, let me pull up your file. What's the name of the agency you work for?

Speaker speaker_1: Innovative Style Solution.

Speaker speaker_0: All right. And what is the last four of your Social?

Speaker speaker_1: 2354.

Speaker speaker_0: Gotcha. Do you mind verifying your address and date of birth?

Speaker speaker_1: 32 Park Estate, Sparta, Illinois, 6/19/96.

Speaker speaker_0: And first name is Jay, last name is, uh-

Speaker speaker_1: Braun.

Speaker speaker_0: ... Braun. Gotcha, thank you for that. And then phone number is 618-443-7038?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is jab-96@live.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, do you not have your ID card?

Speaker speaker_1: Uh, no. I never received it in the mail.

Speaker speaker_0: Okay, let me see. I can, uh, pull up a digital copy. It's typically emailed to you versus being sent out by the mail.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Um, but I can look up a digital copy and it'll have all the information on it for you.

Speaker speaker_1: Okay.

Speaker speaker_0: Now, do you also need your dental and vision?

Speaker speaker_1: I need my vision. I have my dental card, not- not my vision.

Speaker speaker_0: Okay. I'm just gonna look up copies of all of them and send it to your email real quick.

Speaker speaker_1: Okay.

Speaker speaker_0: All righty. Give me just a few minutes and I'll be right back.

Speaker speaker_1: All righty. Thank you.

Speaker speaker_0: All righty. Thank you so much for holding. So I just sent that to your email.

Speaker speaker_1: Thank you so much, ma'am.

Speaker speaker_0: You're welcome. Did you need help with anything else?

Speaker speaker_1: Um, no, that should be it.

Speaker speaker_0: All righty. And then, um, like I said, the policy information's on there and then, um, also on your medical ID card on the right-hand side, it'll s- uh, show the claims

address as well.

Speaker speaker_1: Okay, thank you so much.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: All right. You too. Bye-bye.

Speaker speaker_0: Thank you. Bye.