

## Transcript: VICTORIA

**Taylor-4574224298328064-5825987785572352**

### Full Transcript

Thank you for calling Benefits on Demand. This is Victoria. How can I help you? Hello. Yes. I'm calling... I had called earlier to get my card emailed but it didn't go through yet. It didn't come to my email. Okay. Uh, what's the name of the agency you work for? Carlton Staffing. And the last four of your Social? 2359. Okay. And your first and last name? It's James Juez. Perfect. And do you mind verifying your address and date of birth? 9001 Jones Road, Houston, Texas 77065, 0515-1894. And then phone number 346-425-0393. Can you say that again? Uh, your phone number is 346-425-0393? Yes, ma'am. Okay. And then email is J-A-M-E-Z1 at gmail.com? Yes. Uh, the email is J-A-M-E-S-J-U-E-Z1 at gmail.com. Okay. So, I definitely don't have that. Do you mind repeating that a little bit slower for me? Okay. J-A-M-E-S-J-U-E-Z1 at gmail.com. Okay. So, J-A-M-E-S-J-U-E-Z1 at gmail.com? Yes. Okay. I will go ahead and update that and give me just a few seconds so I can look up your ID cards and I will be right back. Okay. Hang on. Hello? Alrighty. Thank you so much for holding. So, I just sent that to your email. Do you have a way to check and make sure you got it? Okay. Yes, ma'am. I got it. Okay. Perfect. Um, yes. Okay. Yes, ma'am. I got it. Alrighty. Do you need help with anything else? No, that's it. All right. You have a won- Uh, I just called... I just called them to see what hospitals allow this, uh... Yeah. So, in the- They said- ... body of the email, um, there's instructions on how to find providers for medical, dental and vision. There's a website you can go onto or a phone number that you can call. Okay. And then you should see three different PDF files with your ID cards. All right. Thank you. You're welcome. You have a wonderful day. All right. You too. Thank you. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on Demand. This is Victoria. How can I help you?

Speaker speaker\_1: Hello. Yes. I'm calling... I had called earlier to get my card emailed but it didn't go through yet. It didn't come to my email.

Speaker speaker\_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_1: Carlton Staffing.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 2359.

Speaker speaker\_0: Okay. And your first and last name?

Speaker speaker\_1: It's James Juez.

Speaker speaker\_0: Perfect. And do you mind verifying your address and date of birth?

Speaker speaker\_1: 9001 Jones Road, Houston, Texas 77065, 0515-1894.

Speaker speaker\_0: And then phone number 346-425-0393.

Speaker speaker\_1: Can you say that again?

Speaker speaker\_0: Uh, your phone number is 346-425-0393?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then email is J-A-M-E-Z1 at gmail.com?

Speaker speaker\_1: Yes. Uh, the email is J-A-M-E-S-J-U-E-Z1 at gmail.com.

Speaker speaker\_0: Okay. So, I definitely don't have that. Do you mind repeating that a little bit slower for me?

Speaker speaker\_1: Okay. J-A-M-E-S-J-U-E-Z1 at gmail.com.

Speaker speaker\_0: Okay. So, J-A-M-E-S-J-U-E-Z1 at gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. I will go ahead and update that and give me just a few seconds so I can look up your ID cards and I will be right back.

Speaker speaker\_1: Okay. Hang on. Hello?

Speaker speaker\_0: Alrighty. Thank you so much for holding. So, I just sent that to your email. Do you have a way to check and make sure you got it?

Speaker speaker\_1: Okay. Yes, ma'am. I got it.

Speaker speaker\_0: Okay. Perfect.

Speaker speaker\_1: Um, yes. Okay. Yes, ma'am. I got it.

Speaker speaker\_0: Alrighty. Do you need help with anything else?

Speaker speaker\_1: No, that's it.

Speaker speaker\_0: All right. You have a won-

Speaker speaker\_1: Uh, I just called... I just called them to see what hospitals allow this, uh...

Speaker speaker\_0: Yeah. So, in the-

Speaker speaker\_1: They said-

Speaker speaker\_0: ... body of the email, um, there's instructions on how to find providers for medical, dental and vision. There's a website you can go onto or a phone number that you can call.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then you should see three different PDF files with your ID cards.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: All right. You too.

Speaker speaker\_0: Thank you. Bye-bye.