

Transcript: VICTORIA

Taylor-4609688182145024-4956688119447552

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Yes, ma'am. This is Randall Scott, and uh, I have insurance through y'all through Surge. Okay. And, uh, I need to see... I need to see if I can get a copy of my card. I need a card so I can use it instantly. Okay. Via email, via, via email address, either one. And like, my email address that y'all gonna have has changed, so I need to update that with y'all. Okay. Let me pull up your file. What's the last four of your Social? 7091. And your first and last name? Randall Scott. Okay. Uh, do you mind verifying your address and date of birth? It was 518 Dr. Martin Luther King, and my birthdate is 4/28 back. Okay, so the address needs to be updated? Yes. What is your current address? 1625 East Palmers Street, Greenville, Alabama. And the ZIP code? 36037. Okay. Just to make sure I have it right, 1625 East Palmers, P-A-L-E- Commerce. Commerce, C-O-M... Commerce. My bad. Okay, so it's C-O-M-E-R-S? Yeah, Commerce. Okay, is there two Ms? Yes. So C-O-M-M-E-R-C-E? I think so. I- don't, don't quote me. I know it's Commerce. Okay. Um, is there a way that you can verify that before I save it? Just a second and I'll look at it. Okay. Yeah, uh, 36037- Yeah. She's trying to spell it. ... Could you say that again? Just a second. Okay. What's the name of the place? No, the name of the place is. Oh, uh, Commuter ... Yeah, I think that's it. Yes. It's C-O-M-M-E-R-C-E. Okay. And then, uh, phone number is 334-453-0917? I need to change that, too. Okay. To the one you're calling from? Yes. All right. And then, I believe you said the email needs to be changed as well, right? Ye- yes, ma'am. Okay. What should the email be? Rjrawlens@gmail.com, all lowercase. Was that R-J-R-O-L-A-N-D-S@... R-A-W-L-E-N-S. Okay, so R-J-R-A-W-L-A-N-D-S? L-E-N-S. Rawlens. Okay, so R-J-R-A-W-L-E-N-S? Dash, @gmail.com. All lowercase. Okay. Give me just a few seconds. Let me look up your ID card and I can email it to you. All right. Is there any way you can send me a benefits package with that on? That way I can... Um, I can- Read of it. Yeah, uh, the benefits guide that I have actually goes over all of the medical plans being offered. Um... Okay. Uh, it won't be specific to your plan, but it looks like you're enrolled into the MEC TelRx, so you just wanna look for that on the benefits guide. Okay. Okay. All righty. So just sent that ID card and benefits guide to your email. All right. That's all I needed. Okay. You have a wonderful day. Thank you. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Yes, ma'am. This is Randall Scott, and uh, I have insurance through y'all through Surge.

Speaker speaker_1: Okay.

Speaker speaker_2: And, uh, I need to see... I need to see if I can get a copy of my card. I need a card so I can use it instantly.

Speaker speaker_1: Okay.

Speaker speaker_2: Via email, via, via email address, either one. And like, my email address that y'all gonna have has changed, so I need to update that with y'all.

Speaker speaker_1: Okay. Let me pull up your file. What's the last four of your Social?

Speaker speaker_2: 7091.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Randall Scott.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: It was 518 Dr. Martin Luther King, and my birthdate is 4/28 back.

Speaker speaker_1: Okay, so the address needs to be updated?

Speaker speaker_2: Yes.

Speaker speaker_1: What is your current address?

Speaker speaker_2: 1625 East Palmers Street, Greenville, Alabama.

Speaker speaker_1: And the ZIP code?

Speaker speaker_2: 36037.

Speaker speaker_1: Okay. Just to make sure I have it right, 1625 East Palmers, P-A-L-E-

Speaker speaker_2: Commerce. Commerce, C-O-M... Commerce. My bad.

Speaker speaker_1: Okay, so it's C-O-M-E-R-S?

Speaker speaker_2: Yeah, Commerce.

Speaker speaker_1: Okay, is there two Ms?

Speaker speaker_2: Yes.

Speaker speaker_1: So C-O-M-M-E-R-C-E?

Speaker speaker_2: I think so. I- don't, don't quote me. I know it's Commerce.

Speaker speaker_1: Okay. Um, is there a way that you can verify that before I save it?

Speaker speaker_2: Just a second and I'll look at it.

Speaker speaker_1: Okay.

Speaker speaker_3: Yeah, uh, 36037-

Speaker speaker_2: Yeah. She's trying to spell it.

Speaker speaker_3: ... Could you say that again?

Speaker speaker_1: Just a second. Okay.

Speaker speaker_3: What's the name of the place?

Speaker speaker_2: No, the name of the place is.

Speaker speaker_3: Oh, uh, Commuter

Speaker speaker_4: ... Yeah, I think that's it.

Speaker speaker_2: Yes. It's C-O-M-M-E-R-C-E.

Speaker speaker_1: Okay. And then, uh, phone number is 334-453-0917?

Speaker speaker_2: I need to change that, too.

Speaker speaker_1: Okay. To the one you're calling from?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. And then, I believe you said the email needs to be changed as well, right?

Speaker speaker_2: Ye- yes, ma'am.

Speaker speaker_1: Okay. What should the email be?

Speaker speaker_2: Rjrawlens@gmail.com, all lowercase.

Speaker speaker_1: Was that R-J-R-O-L-A-N-D-S@...

Speaker speaker_2: R-A-W-L-E-N-S.

Speaker speaker_1: Okay, so R-J-R-A-W-L-A-N-D-S?

Speaker speaker_2: L-E-N-S. Rawlens.

Speaker speaker_1: Okay, so R-J-R-A-W-L-E-N-S?

Speaker speaker_2: Dash, @gmail.com. All lowercase.

Speaker speaker_1: Okay. Give me just a few seconds. Let me look up your ID card and I can email it to you.

Speaker speaker_2: All right. Is there any way you can send me a benefits package with that on? That way I can...

Speaker speaker_1: Um, I can-

Speaker speaker_2: Read of it.

Speaker speaker_1: Yeah, uh, the benefits guide that I have actually goes over all of the medical plans being offered. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, it won't be specific to your plan, but it looks like you're enrolled into the MEC TelRx, so you just wanna look for that on the benefits guide.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: All righty. So just sent that ID card and benefits guide to your email.

Speaker speaker_2: All right. That's all I needed.

Speaker speaker_1: Okay. You have a wonderful day.

Speaker speaker_2: Thank you.

Speaker speaker_1: Thank you. Bye-bye.