

Transcript: VICTORIA

Taylor-4639742383144960-5197246620024832

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, hey, how you doing? Uh, my name is Bobby Douglas and um, I was just trying to get some information on my dental plan. Okay. What's the, uh, name of the agency you work with? Uh, Partners Personnel. And the last four of your Social? 4335. All right. And your first and last name? Bobby Douglas. Okay, gotcha. Do you mind verifying your address and date of birth? Um, 7997 Fowler Street, Houston, Texas 77028 and 02/22/2002. All right. Phone number 832-863-1314? Yes, ma'am. And then email is bryy, with two ys, 2xx@icloud.com? Yes, ma'am. Okay. What information are you needing? Um, I was just looking for... I haven't gotten any like, uh, information on my dental plan, like a card or anything, so. Okay. Um, I can look up your ID card and email that to you. Yes, ma'am, I would like that. Have you received, uh, have you received the medical? Uh, I, I don't think I received anything. Okay. I can look up both for you and email them to you. Um, give me just a few seconds while I look those up and I'll be right back. Okay, thank you. Thank you. Thank you so much for holding. Um, so I went ahead and sent the medical and the dental ID card to your email. Thank you so much. You're welcome. Did you need help with anything else? Um, no, ma'am. That was it. Thank you so much. You're welcome. Um, there's also instructions in that email on how to find providers for the medical and dental. I highlighted the, um, where it talks about that for you in the email. Oh, nice. Okay, thank you so much. That was so helpful. Yes, sir. You have a wonderful day. You too. Thank you so much.

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, hey, how you doing? Uh, my name is Bobby Douglas and um, I was just trying to get some information on my dental plan.

Speaker speaker_0: Okay. What's the, uh, name of the agency you work with?

Speaker speaker_1: Uh, Partners Personnel.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 4335.

Speaker speaker_0: All right. And your first and last name?

Speaker speaker_1: Bobby Douglas.

Speaker speaker_0: Okay, gotcha. Do you mind verifying your address and date of birth?

Speaker speaker_1: Um, 7997 Fowler Street, Houston, Texas 77028 and 02/22/2002.

Speaker speaker_0: All right. Phone number 832-863-1314?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is bryy, with two ys, 2xx@icloud.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. What information are you needing?

Speaker speaker_1: Um, I was just looking for... I haven't gotten any like, uh, information on my dental plan, like a card or anything, so.

Speaker speaker_0: Okay. Um, I can look up your ID card and email that to you.

Speaker speaker_1: Yes, ma'am, I would like that.

Speaker speaker_0: Have you received, uh, have you received the medical?

Speaker speaker_1: Uh, I, I don't think I received anything.

Speaker speaker_0: Okay. I can look up both for you and email them to you. Um, give me just a few seconds while I look those up and I'll be right back.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Thank you. Thank you so much for holding. Um, so I went ahead and sent the medical and the dental ID card to your email.

Speaker speaker_1: Thank you so much.

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

Speaker speaker_1: Um, no, ma'am. That was it. Thank you so much.

Speaker speaker_0: You're welcome. Um, there's also instructions in that email on how to find providers for the medical and dental. I highlighted the, um, where it talks about that for you in the email.

Speaker speaker_1: Oh, nice. Okay, thank you so much. That was so helpful.

Speaker speaker_0: Yes, sir. You have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you so much.