

## **Transcript: VICTORIA**

**Taylor-4664122064977920-5681215283609600**

### **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? Um, this is Jaylen Woody. I have on insurance with y'all and I was wanting to see if y'all could email a copy of my insurance card because I need to go to the doctor and can y'all ma- Did you hear me? Sorry. You need a copy of your ID card emailed and mailed? Yes. Yes, ma'am. Okay. What's the name of the agency you work for? It's, it w- What would it be? MAU? MAU. Well, he's at- He works at TT- Is it TTI? Yes. TTI but he went through MAU. Okay, sir, what's the last four of your Social? 5913. And, uh, your first and last name? Jaylen Woody. All right. Uh, do you mind verifying your address and date of birth? Um, 11/29/05. What address did he put? 102 High Street? 102, um, 10- 102 High Street. We have moved, but that was- that was the address I think he put. Yeah. Um, it looks like I have a different one on file. It's L- L- It's, um, 138 Gamble Court. If you're talking about my, like, on my ID, it's 138 Gamble Court. Okay. Is that a good mailing address for you? No, we need to change the mailing address. Okay. What should it be? Okay. It's w- um... One second. Let me get it pulled up. Okay now. Huh? Yeah. It's 105 Howard Lane. It is Apartment A. The city, state and zip code? It's Anderson, South Carolina and it's 29621. Right? Yeah. Okay. So I have 105 Howard Lane, Apartment A in Anderson, South Carolina 29621? Yes, ma'am. Okay. And, uh, Jaylen is your phone number 353-4112? No, ma'am. I don't... Can I change that phone number? I got a new phone and I got a new number. Okay. I see another number listed. Is it 749-7076? Yes, ma'am. Okay. And then email is gonna be T-A-N-Y-A 3121@... No, no. No? No, we need to change that. Okay. Well, what's your email? You want to put mine or you want to just put them both? Do you have email, like- No. Jaylenwoody7@gmail.com. All right. Jaylenwoody7@gmail.com? Yes, ma'am. Okay. Uh, give me just a few seconds if you will so I can look those up and put in that request to have it mailed. Okay. Thank you.

### **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: Um, this is Jaylen Woody. I have on insurance with y'all and I was wanting to see if y'all could email a copy of my insurance card because I need to go to the doctor and can y'all ma- Did you hear me? Sorry.

Speaker speaker\_1: You need a copy of your ID card emailed and mailed?

Speaker speaker\_3: Yes.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. What's the name of the agency you work for?

Speaker speaker\_3: It's, it w- What would it be? MAU?

Speaker speaker\_2: MAU.

Speaker speaker\_3: Well, he's at- He works at TT- Is it TTI?

Speaker speaker\_2: Yes.

Speaker speaker\_3: TTI but he went through MAU.

Speaker speaker\_1: Okay, sir, what's the last four of your Social?

Speaker speaker\_2: 5913.

Speaker speaker\_1: And, uh, your first and last name?

Speaker speaker\_2: Jaylen Woody.

Speaker speaker\_1: All right. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_2: Um, 11/29/05.

Speaker speaker\_3: What address did he put? 102 High Street?

Speaker speaker\_2: 102, um, 10- 102 High Street.

Speaker speaker\_3: We have moved, but that was- that was the address I think he put.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Um, it looks like I have a different one on file.

Speaker speaker\_2: It's L- L- It's, um, 138 Gamble Court. If you're talking about my, like, on my ID, it's 138 Gamble Court.

Speaker speaker\_1: Okay. Is that a good mailing address for you?

Speaker speaker\_3: No, we need to change the mailing address.

Speaker speaker\_1: Okay. What should it be?

Speaker speaker\_3: Okay. It's w- um... One second. Let me get it pulled up.

Speaker speaker\_2: Okay now. Huh?

Speaker speaker\_3: Yeah. It's 105 Howard Lan- Lane. It is Apartment A.

Speaker speaker\_1: The city, state and zip code?

Speaker speaker\_3: It's Anderson, South Carolina and it's 29621. Right? Yeah.

Speaker speaker\_1: Okay. So I have 105 Howard Lane, Apartment A in Anderson, South Carolina 29621?

Speaker speaker\_3: Yes, ma'am.

Speaker speaker\_1: Okay. And, uh, Jaylen is your phone number 353-4112?

Speaker speaker\_2: No, ma'am. I don't... Can I change that phone number? I got a new phone and I got a new number.

Speaker speaker\_1: Okay. I see another number listed. Is it 749-7076?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. And then email is gonna be T-A-N-Y-A 3121@...

Speaker speaker\_2: No, no.

Speaker speaker\_1: No?

Speaker speaker\_3: No, we need to change that.

Speaker speaker\_1: Okay. Well, what's your email?

Speaker speaker\_3: You want to put mine or you want to just put them both? Do you have email, like-

Speaker speaker\_2: No. Jaylenwoody7@gmail.com.

Speaker speaker\_1: All right. Jaylenwoody7@gmail.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. Uh, give me just a few seconds if you will so I can look those up and put in that request to have it mailed.

Speaker speaker\_2: Okay. Thank you.