

Transcript: VICTORIA

Taylor-4826177058947072-6602327498211328

Full Transcript

Thank you for calling Benefit Center Card. This is Victoria. How can I help you? Look, I just received a phone call from here. Two back-to-back phone calls. I'm trying to see what's up. Okay. Uh, so we administer medical insurance, if you work through a staffing or a temp agency. I- I do. Um, okay. I was waiting on my new- my new card to come. Okay. What's the name of the agency you work for? Uh, uh, MAU. Okay. Let me pull up your file. And the last four of your Social? 24837551. And your first and last name? Calvin Lee. All righty. Do you mind verifying your address and date of birth? Uh, 126A Heatherbrook Court, Anderson, South Carolina, uh, 48701. And then phone number 864-790-2724? Yes, ma'am. And then email is calalee91@gmail.com. Yes, ma'am. Okay. Um, so it looks like someone was just giving you a call to let you know that your ID cards were sent to your email address. Okay, cool. I thought I'd seen something there. I didn't know exactly what it was, but good. So, that's all- so- so that's all I really need, is this card? Will I get a paper card in the mail? Um, so it looks like the- you will get an ID card sent to your m-mail, but that's for your preventative care, and then the non-preventative ID card is typically only emailed. Okay, cool. Yes, sir. And did you need help with anything else? No, ma'am. Thank you so much. You're welcome. You have a wonderful day. All right, thank you. Thank you. Bye-bye. Do you need me to disconnect the call?

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card. This is Victoria. How can I help you?

Speaker speaker_1: Look, I just received a phone call from here. Two back-to-back phone calls. I'm trying to see what's up.

Speaker speaker_0: Okay. Uh, so we administer medical insurance, if you work through a staffing or a temp agency.

Speaker speaker_1: I- I do.

Speaker speaker_0: Um, okay.

Speaker speaker_1: I was waiting on my new- my new card to come.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Uh, uh, MAU.

Speaker speaker_0: Okay. Let me pull up your file. And the last four of your Social?

Speaker speaker_1: 24837551.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Calvin Lee.

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

Speaker speaker_1: Uh, 126A Heatherbrook Court, Anderson, South Carolina, uh, 48701.

Speaker speaker_0: And then phone number 864-790-2724?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is calalee91@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, so it looks like someone was just giving you a call to let you know that your ID cards were sent to your email address.

Speaker speaker_1: Okay, cool. I thought I'd seen something there. I didn't know exactly what it was, but good. So, that's all- so- so that's all I really need, is this card? Will I get a paper card in the mail?

Speaker speaker_0: Um, so it looks like the- you will get an ID card sent to your m-mail, but that's for your preventative care, and then the non-preventative ID card is typically only emailed.

Speaker speaker_1: Okay, cool.

Speaker speaker_0: Yes, sir. And did you need help with anything else?

Speaker speaker_1: No, ma'am. Thank you so much.

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

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Thank you. Bye-bye. Do you need me to disconnect the call?