

Transcript: VICTORIA

Taylor-4847716848844800-5872537921601536

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? Hey, how you doing, Victoria? This is Donald Sims. Yeah, uh, I was calling to see, uh, what is this? I see I was paying for it and I don't even know what this MEC stuff is. Okay. What's the name of the staffing agency you work for? Search. Okay. So this is for medical insurance that they offer. Oh, I got my own. Could I come for that? Uh, let me pull up your file. What's the last four of your social? 2116. Okay. And your first and last name again? Donald Sims. And, uh, do you mind verifying your address and date of birth? Um, yes. It's 956 Sims Street, Atlanta, Georgia 30310, and 0707-1994. Phone number is 754-8336? Yes. Okay. And then email is D-O-N-T-A-V-I-O-U-S, uh, sims23@gmail.com? Yes. Okay. I don't see that you're enrolled into anything currently. Uh, so what did it say then? I'm sorry? Are you sure? Yeah, I'm, I'm sure. There's... You're not enrolled into anything and we haven't received any deductions for coverage. All right. Thank you. You're welcome. You have a wonderful day. All right.

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: Hey, how you doing, Victoria? This is Donald Sims. Yeah, uh, I was calling to see, uh, what is this? I see I was paying for it and I don't even know what this MEC stuff is.

Speaker speaker_1: Okay. What's the name of the staffing agency you work for?

Speaker speaker_2: Search.

Speaker speaker_1: Okay. So this is for medical insurance that they offer.

Speaker speaker_2: Oh, I got my own. Could I come for that?

Speaker speaker_1: Uh, let me pull up your file. What's the last four of your social?

Speaker speaker_2: 2116.

Speaker speaker_1: Okay. And your first and last name again?

Speaker speaker_2: Donald Sims.

Speaker speaker_1: And, uh, do you mind verifying your address and date of birth?

Speaker speaker_2: Um, yes. It's 956 Sims Street, Atlanta, Georgia 30310, and 0707-1994.

Speaker speaker_1: Phone number is 754-8336?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then email is D-O-N-T-A-V-I-O-U-S, uh, sims23@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. I don't see that you're enrolled into anything currently.

Speaker speaker_2: Uh, so what did it say then?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Are you sure?

Speaker speaker_1: Yeah, I'm, I'm sure. There's... You're not enrolled into anything and we haven't received any deductions for coverage.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: All right.