

## **Transcript: VICTORIA**

**Taylor-4927252576288768-4792511432704000**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Clinic cards. This is Victoria. How can I help you? Yes, um, I was calling to see, did I ever receive a medical card? Because only card I have i- in my possession is the vision. Okay. Um, what's the name of the agency you work for? MAU. And the last four of your Social? 4549. And your, uh, first and last name. Jacory Franklin. Do you mind ver- verifying your address and date of birth? Uh, 1020 Skyland Drive, Apartment 2606, De Soto, Texas 75115. And my date of birth is 5/26. Phone number 469-805-5395? Yes, ma'am. And then email is P-H-E-N-O-M1800@gmail.com? Yes, ma'am. Okay. You should have received one for dental, which would have been mailed, and then the medical is typically emailed to you. Okay, so I would have to check my email? Yeah, for your medical. Did you receive the dental ID card? Uh, the only card I have in my hand is the vision. I don't... That's the only one I think h- think I have. Okay. I mean, I can look up all your ID cards and email you copies if you'd like. Yes, please. Okay. Give me just a few seconds. I'll look those up and, um, send them to your email. I'll be right back. Okay. All right. Thank you so much for holding. your ID cards through email. Thank you. Yes, sir. Did you need help with anything else? No, ma'am. That's it. All righty. You have a wonderful day. You too. 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 Clinic cards. This is Victoria. How can I help you?

Speaker speaker\_2: Yes, um, I was calling to see, did I ever receive a medical card? Because only card I have i- in my possession is the vision.

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

Speaker speaker\_2: MAU.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 4549.

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

Speaker speaker\_2: Jacory Franklin.

Speaker speaker\_1: Do you mind ver- verifying your address and date of birth?

Speaker speaker\_2: Uh, 1020 Skyland Drive, Apartment 2606, De Soto, Texas 75115. And my date of birth is 5/26.

Speaker speaker\_1: Phone number 469-805-5395?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And then email is P-H-E-N-O-M1800@gmail.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. You should have received one for dental, which would have been mailed, and then the medical is typically emailed to you.

Speaker speaker\_2: Okay, so I would have to check my email?

Speaker speaker\_1: Yeah, for your medical. Did you receive the dental ID card?

Speaker speaker\_2: Uh, the only card I have in my hand is the vision. I don't... That's the only one I think h- think I have.

Speaker speaker\_1: Okay. I mean, I can look up all your ID cards and email you copies if you'd like.

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: Okay. Give me just a few seconds. I'll look those up and, um, send them to your email. I'll be right back.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Thank you so much for holding. your ID cards through email.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Yes, sir. Did you need help with anything else?

Speaker speaker\_2: No, ma'am. That's it.

Speaker speaker\_1: All righty. You have a wonderful day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Thank you. Bye.

Speaker speaker\_2: Bye.