

Transcript: VICTORIA

Taylor-4973192629239808-6549167306489856

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits This is Victoria. How can I help you? Yes. This, uh, this is Cassandra Willis. I'm just calling for my benefits card, uh, with the Work Smart. Okay. Um, let me pull up your file. What's the last four of your Social? 1268. 1250? 1268. And your first and last name? Cassandra Willis. Okay. Do you mind verifying your address and date of birth? My address is Cassandra... My name is Cassandra Willis, address is 1508 Parkway, Apartment 3C, Greenwood, South Carolina 29646. Date of birth is 3-13-81. And then, uh, phone number would be the same phone number you're calling from? Oh, number? Yes. It's where I called 864-3789. And then email address is gonna be willisfirstname1@gmail.com? Mm-hmm. Yes, ma'am. Okay. Um, give me just a few seconds. I can look up the ID card and email you a copy. Okay. Okay. Thanks. I'll be right back. Okay. Thank you so much for holding. So I just sent that to your email. Yes, ma'am. And then can you mail out me a card, please? Sure. Uh, the address is 1508 Parkway. And is there a, an apartment number? Apartment 3C. Okay. And that's in Greenwood, South Carolina 29646? Yes, ma'am. All righty. I will go ahead and put in a request to have it mailed as well. Thank you. You're welcome. 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 This is Victoria. How can I help you?

Speaker speaker_2: Yes. This, uh, this is Cassandra Willis. I'm just calling for my benefits card, uh, with the Work Smart.

Speaker speaker_1: Okay. Um, let me pull up your file. What's the last four of your Social?

Speaker speaker_2: 1268.

Speaker speaker_1: 1250?

Speaker speaker_2: 1268.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Cassandra Willis.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: My address is Cassandra... My name is Cassandra Willis, address is 1508 Parkway, Apartment 3C, Greenwood, South Carolina 29646. Date of birth is 3-13-81.

Speaker speaker_1: And then, uh, phone number would be the same phone number you're calling from?

Speaker speaker_2: Oh, number? Yes. It's where I called 864-3789.

Speaker speaker_1: And then email address is gonna be willisfirstname1@gmail.com?

Speaker speaker_2: Mm-hmm. Yes, ma'am.

Speaker speaker_1: Okay. Um, give me just a few seconds. I can look up the ID card and email you a copy.

Speaker speaker_2: Okay. Okay. Thanks.

Speaker speaker_1: I'll be right back.

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you so much for holding. So I just sent that to your email.

Speaker speaker_2: Yes, ma'am. And then can you mail out me a card, please?

Speaker speaker_1: Sure. Uh, the address is 1508 Parkway. And is there a, an apartment number?

Speaker speaker_2: Apartment 3C.

Speaker speaker_1: Okay. And that's in Greenwood, South Carolina 29646?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty. I will go ahead and put in a request to have it mailed as well.

Speaker speaker_2: Thank you.

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

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.