

Transcript: VICTORIA

Taylor-5065512223031296-5226807639457792

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Victoria. How can I help you? Uh, my name is, uh, Daryl Margit and I was trying to get my, my, uh, insurance information. Okay. Um, what's the name of the agency that you work for? Uh, Hamilton Rankin. Gotcha. And the last four of your Social? Um, 6983. Okay. First name is Daryl and what was your last name again? Margit. Okay. Do you mind verifying your address and date of birth? Date of birth, first 8/19/72. Address 501 High Street, Aberdeen, Mississippi. Zip code 39730? Yes, ma'am. Phone number is 646-5401? Yes, ma'am. All right, and then email is first and last name, the number three at Gmail. Yeah. Okay. And you're just needing your ID cards? Yeah. Well, I, I me- well, they told me... I went to see the doctor yesterday. I don't have a card. They told me I need my group number and the name of the company that do the ad- do the insurance so I can see a doctor. Okay. Yeah, all of that information will be on the ID cards. Uh, what I can do is I can look those up and email you copies. Um, I wonder can you email it to my phone? That was my wife- wife's phone. Well, the email address I have is your first and last name, the number three at gmail.com. Number three? No. Could you use this one right here? Um- What are you- DMargit, the letter D, Margit, um, the little A thing, 54@gmail.com. So first initial, last name. Yes, ma'am. 54@gmail.com? Yes, ma'am. Okay. All right, give me just a few seconds. Let me look up your ID cards real quick and then I can send that to your email. Okay.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Car. This is Victoria. How can I help you?

Speaker speaker_2: Uh, my name is, uh, Daryl Margit and I was trying to get my, my, uh, insurance information.

Speaker speaker_1: Okay. Um, what's the name of the agency that you work for?

Speaker speaker_2: Uh, Hamilton Rankin.

Speaker speaker_1: Gotcha. And the last four of your Social?

Speaker speaker_2: Um, 6983.

Speaker speaker_1: Okay. First name is Daryl and what was your last name again?

Speaker speaker_2: Margit.

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

Speaker speaker_2: Date of birth, first 8/19/72. Address 501 High Street, Aberdeen, Mississippi.

Speaker speaker_1: Zip code 39730?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Phone number is 646-5401?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right, and then email is first and last name, the number three at Gmail.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. And you're just needing your ID cards?

Speaker speaker_2: Yeah. Well, I, I me- well, they told me... I went to see the doctor yesterday. I don't have a card. They told me I need my group number and the name of the company that do the ad- do the insurance so I can see a doctor.

Speaker speaker_1: Okay. Yeah, all of that information will be on the ID cards. Uh, what I can do is I can look those up and email you copies.

Speaker speaker_2: Um, I wonder can you email it to my phone? That was my wife- wife's phone.

Speaker speaker_1: Well, the email address I have is your first and last name, the number three at gmail.com.

Speaker speaker_2: Number three? No. Could you use this one right here? Um-

Speaker speaker_1: What are you-

Speaker speaker_2: DMargit, the letter D, Margit, um, the little A thing, 54@gmail.com.

Speaker speaker_1: So first initial, last name.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: 54@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. All right, give me just a few seconds. Let me look up your ID cards real quick and then I can send that to your email.

Speaker speaker_2: Okay.