

Transcript: VICTORIA

Taylor-5117439075074048-5419719578009600

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. Um, I was just calling, um, I was trying to see if I can get a new card sent to me 'cause I never received it in the first place. So, I don't know if y'all do cards or if it's a login type of thing. Okay. What's the name of the agency you work for? Um, what... I don't remember the name of it right now. Um, I'm sorry, I c- I, uh, I'm, I'm blanking on the name. Hold on. Let me just... One quick second. Let me look at my email. Okay. I can try and look you up a different way. Yes, please, 'cause I am not really sure what... I forgot the name of it. What's the last four of your Social? Uh, 2912. And your first and last name? Mevludin Sahic. Do you mind spelling that for me? Yeah. Um, the first name is N as in Mary, E, V as in Victor, L-U, D as in dog, I-N. And then the last name is S as in Sam, A-H, I, C as in Charlie. Okay, so I have two different files for you. I have one with OnTrack Staffing and then the other with LEXStaff. Um, it should be with OnTrack Staffing. Okay. Do you mind verifying your address and date of birth? Yes. Date of birth is 1/4/65 and address is 2708 Shenandoah Drive, Arlington, Texas 76014. Okay. And then phone number is 682-560-6297? Yes. And then email is just gonna be your first name underscore last name@live.com? That's correct. Okay. Give me one second. And you are Mevludin? Yes. Okay. Um, did you not receive any of the ID cards or just the medical? I didn't receive any of the ID cards. Okay. I can look them up and email them to you. Give me just a few seconds and I will be right back. Okay. Perfect. Thank you. All righty. Thank you so much for holding. So I just sent all of your ID cards to your email. Okay, perfect. And then I just had one more question. As far as, um, like, like who, who you guys cover, like I guess who y'all are networked with, is that... Uh, like is there a website that I can go to and look at or like a login? I actually provided instructions, uh, for that in the email as well. Oh, perfect. Okay, awesome. Thank you so much for your help. You're welcome. You have a wonderful day. You as well. Goodbye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, Victoria. Um, I was just calling, um, I was trying to see if I can get a new card sent to me 'cause I never received it in the first place. So, I don't know if y'all do cards or if it's a login type of thing.

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

Speaker speaker_1: Um, what... I don't remember the name of it right now. Um, I'm sorry, I c- I, uh, I'm, I'm blanking on the name. Hold on. Let me just... One quick second. Let me look at my email.

Speaker speaker_0: Okay. I can try and look you up a different way.

Speaker speaker_1: Yes, please, 'cause I am not really sure what... I forgot the name of it.

Speaker speaker_0: What's the last four of your Social?

Speaker speaker_1: Uh, 2912.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Mevludin Sahic.

Speaker speaker_0: Do you mind spelling that for me?

Speaker speaker_1: Yeah. Um, the first name is N as in Mary, E, V as in Victor, L-U, D as in dog, I-N. And then the last name is S as in Sam, A-H, I, C as in Charlie.

Speaker speaker_0: Okay, so I have two different files for you. I have one with OnTrack Staffing and then the other with LEXStaff.

Speaker speaker_1: Um, it should be with OnTrack Staffing.

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

Speaker speaker_1: Yes. Date of birth is 1/4/65 and address is 2708 Shenandoah Drive, Arlington, Texas 76014.

Speaker speaker_0: Okay. And then phone number is 682-560-6297?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is just gonna be your first name underscore last name@live.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. Give me one second. And you are Mevludin?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, did you not receive any of the ID cards or just the medical?

Speaker speaker_1: I didn't receive any of the ID cards.

Speaker speaker_0: Okay. I can look them up and email them to you. Give me just a few seconds and I will be right back.

Speaker speaker_1: Okay. Perfect. Thank you.

Speaker speaker_0: All righty. Thank you so much for holding. So I just sent all of your ID cards to your email.

Speaker speaker_1: Okay, perfect. And then I just had one more question. As far as, um, like, like who, who you guys cover, like I guess who y'all are networked with, is that... Uh, like is there a website that I can go to and look at or like a login?

Speaker speaker_0: I actually provided instructions, uh, for that in the email as well.

Speaker speaker_1: Oh, perfect. Okay, awesome. Thank you so much for your help.

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

Speaker speaker_1: You as well. Goodbye.

Speaker speaker_0: Bye-bye.