

Transcript: VICTORIA

Taylor-5118860355125248-5244760207867904

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Victoria. How can I help you? Yes, ma'am. My name's Jonathan Jenkins and I'm an employee through Terra. And I, I... Two weeks ago, I called about activating insurance and I haven't received anything yet, and I was wondering if it was active so I could have you guys email me my card so I can get to the doctor. Okay. Uh, what's the name of the agency you work for? Terra. Or, or Stella. Do you mind verifying the last four of your Social? 6763. Okay. And you said Jonathan Jenkins? Mm-hmm. Do you mind verifying your address and date of birth? 5136 East Evergreen Street, Mesa, Arizona 85201... or 85-201. Uh, phone number is 480-953-8140. Okay. So I have the ZIP code for your address as 85205. Okay. Yeah, that's probably it. I'm sorry. I just got off of work and got home. Okay. And is it unit 1010? It is. Okay. What's your date of birth? 12/23/87. And then email is M-A-S-T-R-M-Y-N-D-0-0-7@gmail.com? It is. Okay. Um, so the ID card should be on the way to you in the mail, but let me look up copies online and I can send them to your email. That would be amazing because I'm diabetic and I need to go to the doctor. Okay. Give me just a few seconds, if you will, and I'll be right back. Sure. All righty. So I just sent those ID cards to you. Okay. Okay. Thank you so much. You're welcome. Did you need help with anything else? No, ma'am. Uh, that's all I needed. I just... I gotta get to the doctor 'cause I'm having some issues. Okay. All righty. All right. Thank you so much for your time and effort. Yes, sir. Have a good day. You too.

Conversation Format

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

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

Speaker speaker_2: Yes, ma'am. My name's Jonathan Jenkins and I'm an employee through Terra. And I, I... Two weeks ago, I called about activating insurance and I haven't received anything yet, and I was wondering if it was active so I could have you guys email me my card so I can get to the doctor.

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

Speaker speaker_2: Terra. Or, or Stella.

Speaker speaker_1: Do you mind verifying the last four of your Social?

Speaker speaker_2: 6763.

Speaker speaker_1: Okay. And you said Jonathan Jenkins?

Speaker speaker_2: Mm-hmm.

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

Speaker speaker_2: 5136 East Evergreen Street, Mesa, Arizona 85201... or 85-201. Uh, phone number is 480-953-8140.

Speaker speaker_1: Okay. So I have the ZIP code for your address as 85205.

Speaker speaker_2: Okay. Yeah, that's probably it. I'm sorry. I just got off of work and got home.

Speaker speaker_1: Okay. And is it unit 1010?

Speaker speaker_2: It is.

Speaker speaker_1: Okay. What's your date of birth?

Speaker speaker_2: 12/23/'87.

Speaker speaker_1: And then email is M-A-S-T-R-M-Y-N-D-0-0-7@gmail.com?

Speaker speaker_2: It is.

Speaker speaker_1: Okay. Um, so the ID card should be on the way to you in the mail, but let me look up copies online and I can send them to your email.

Speaker speaker_2: That would be amazing because I'm diabetic and I need to go to the doctor.

Speaker speaker_1: Okay. Give me just a few seconds, if you will, and I'll be right back.

Speaker speaker_2: Sure.

Speaker speaker_1: All righty. So I just sent those ID cards to you.

Speaker speaker_2: Okay. Okay. Thank you so much.

Speaker speaker_1: You're welcome. Did you need help with anything else?

Speaker speaker_2: No, ma'am. Uh, that's all I needed. I just... I gotta get to the doctor 'cause I'm having some issues.

Speaker speaker_1: Okay. All righty.

Speaker speaker_2: All right. Thank you so much for your time and effort.

Speaker speaker_1: Yes, sir. Have a good day.

Speaker speaker_2: You too.