

## Transcript: VICTORIA

**Taylor-5167053763297280-5411302178078720**

### Full Transcript

Thank you for c-c-calling Benefits on a Card. This is Victoria. How can I help you? Hey, Victoria. This is Truleon Lambert. I was calling about the, um, insurance benefits. I was trying to get some information. Okay. What's the name of the agency you work for? I work for M&T... Well, I work for BSG M&T Properties. Gotcha. And the last four of your social? 2725. Okay. And your first and last name again? Truleon Lambert. All right. Do you mind verifying your address and date of birth? Ooh. Is it 5422 Lexington Avenue? Yes. It looks like that's what I have on file. Yep. And my date of birth is 12/5/84. All right. And for the address, it's Benton, uh... Mm-hmm. Arkansas. Mm-hmm. ... Arkansas 72019? Mm-hmm. Mm-hmm. Okay. Phone number 501-256-2793? Correct. And then email is first and last name at Gmail? Correct. Okay. Um, what type of questions do you have? When do... How long does it take for it to get into effect? Um, so it becomes active the following Monday of your first payroll deduction. And it looks like your coverage is currently active, and it became active on the 20th of January. Oh, okay. So I... Do I get cards or anything, or...? Yeah. They should be on the way to you. Um, it typically takes about seven to 10 business days once the coverage becomes active to get that. Um, it looks like your medical, dental and vision cards are all mailed to you. Okay. Thank you so much. You're welcome. Did you need help with anything else? No. I was just asking. Okay. Thanks. You have a wonderful day.

### Conversation Format

Speaker speaker\_0: Thank you for c-c-calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hey, Victoria. This is Truleon Lambert. I was calling about the, um, insurance benefits. I was trying to get some information.

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_1: I work for M&T... Well, I work for BSG M&T Properties.

Speaker speaker\_0: Gotcha. And the last four of your social?

Speaker speaker\_1: 2725.

Speaker speaker\_0: Okay. And your first and last name again?

Speaker speaker\_1: Truleon Lambert.

Speaker speaker\_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Ooh. Is it 5422 Lexington Avenue?

Speaker speaker\_0: Yes. It looks like that's what I have on file.

Speaker speaker\_1: Yep. And my date of birth is 12/5/84.

Speaker speaker\_0: All right. And for the address, it's Benton, uh...

Speaker speaker\_1: Mm-hmm. Arkansas. Mm-hmm.

Speaker speaker\_0: ... Arkansas 72019?

Speaker speaker\_1: Mm-hmm. Mm-hmm.

Speaker speaker\_0: Okay. Phone number 501-256-2793?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And then email is first and last name at Gmail?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Um, what type of questions do you have?

Speaker speaker\_1: When do... How long does it take for it to get into effect?

Speaker speaker\_0: Um, so it becomes active the following Monday of your first payroll deduction. And it looks like your coverage is currently active, and it became active on the 20th of January.

Speaker speaker\_1: Oh, okay. So I... Do I get cards or anything, or...?

Speaker speaker\_0: Yeah. They should be on the way to you. Um, it typically takes about seven to 10 business days once the coverage becomes active to get that. Um, it looks like your medical, dental and vision cards are all mailed to you.

Speaker speaker\_1: Okay. Thank you so much.

Speaker speaker\_0: You're welcome. Did you need help with anything else?

Speaker speaker\_1: No. I was just asking.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Thanks.

Speaker speaker\_0: You have a wonderful day.