

Transcript: VICTORIA

Taylor-5190091464556544-6558235714174976

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria, how can I help you? Hi. I called earlier today about, um, not receiving my insurance cards in the mail and she was gonna email them to me, and I never received that email. Okay. Uh, can you give me just a few seconds and I'll be able to pull up your file and see what's going on? Yes, ma'am. Okay. What is the name of the agency you work for? APC Healthcare. And the last four of your Social? 3826. 3826? Uh, 3836. Okay, gotcha. And, uh, your first and last name? Mackenzie Waters, M-A-C. Do you mind verifying your address and date of birth? Um, I... The girl never confirmed which one was in the system 'cause I just moved recently. Um, my old address is 54 Briandwood Drive, Newnan, Georgia 30265 and my new address is 1613 Highway 16 East, Newnan, Georgia 30263. Okay. It looks like we have the new address. Is that a good mailing address for you? Yes, ma'am. Okay. And then, let's see, phone number is 912-704-7791? Yes, ma'am. And your date of birth? January 24 '99. All right, and let me just make sure we have your email spelled c- correctly. It's M-A-C-K-E-N-Z-I-E.waters.24@gmail.com? Yes, ma'am. Okay. Um, I'm not sure why you didn't get it, but let me go ahead and look up the ID cards on my end and try to resend that to you real quick. I'm gonna put you on a brief hold while I do that. Um, I do have a second email if we need to try that as well. Okay, sure. What's that second email? Ecms.soccer3@gmail. All right. So, E as in echo, C as in cat, M as in Mary, S.soccer, S-O-C-C-E-R, the number 3@gmail? Yes, ma'am. Okay. Give me just a few seconds and I will be right back. All right. Thank you. Hello? Hello? Who is this? This is Mackenzie. And you are? I am on the phone. 911, what is the emergency? I lost my ID card. I have to go pick one up. And you live in? Newnan, Georgia. Newnan, Georgia? Yes, ma'am. Okay. Uh, do you have an ID on you? No, ma'am. I just have my phone with me. Okay. Well, we'll get you one made for free- I'm sorry, what's the phone number again? 312-704-7791. ... so we can get you an ID card made for free and we'll mail it to you, okay? Okay. Thank you. All right. Have a good day. You too. Bye.Hey. This is as far as I can go because I've already taken the lead. Yesterday, yesterday. Not going anywhere near me. I'm staying here. I'm staying here. You're not coming back. You're forgetting where the exit is. I know. I'm right here. All right. Thank you so much for holding. So I just sent all of those ID cards to both emails. It looks like I got them this time. Let's see. Yes, I did. Thank you very much. Yes, ma'am. Uh, did you need help with anything else? No, ma'am. That's it. All righty. You have a wonderful day. You too. Bye. 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. I called earlier today about, um, not receiving my insurance cards in the mail and she was gonna email them to me, and I never received that email.

Speaker speaker_0: Okay. Uh, can you give me just a few seconds and I'll be able to pull up your file and see what's going on?

Speaker speaker_1: Yes, ma'am.

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

Speaker speaker_1: APC Healthcare.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 3826.

Speaker speaker_0: 3826?

Speaker speaker_1: Uh, 3836.

Speaker speaker_0: Okay, gotcha. And, uh, your first and last name?

Speaker speaker_1: Mackenzie Waters, M-A-C.

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

Speaker speaker_1: Um, I... The girl never confirmed which one was in the system 'cause I just moved recently. Um, my old address is 54 Briandwood Drive, Newnan, Georgia 30265 and my new address is 1613 Highway 16 East, Newnan, Georgia 30263.

Speaker speaker_0: Okay. It looks like we have the new address. Is that a good mailing address for you?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then, let's see, phone number is 912-704-7791?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: January 24 '99.

Speaker speaker_0: All right, and let me just make sure we have your email spelled c-correctly. It's M-A-C-K-E-N-Z-I-E.waters.24@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, I'm not sure why you didn't get it, but let me go ahead and look up the ID cards on my end and try to resend that to you real quick. I'm gonna put you on a brief hold while I do that.

Speaker speaker_1: Um, I do have a second email if we need to try that as well.

Speaker speaker_0: Okay, sure. What's that second email?

Speaker speaker_1: Ecms.soccer3@gmail.

Speaker speaker_0: All right. So, E as in echo, C as in cat, M as in Mary, S.soccer, S-O-C-C-E-R, the number 3@gmail?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Give me just a few seconds and I will be right back.

Speaker speaker_1: All right. Thank you. Hello? Hello?

Speaker speaker_0: Who is this?

Speaker speaker_1: This is Mackenzie.

Speaker speaker_0: And you are?

Speaker speaker_1: I am on the phone. 911, what is the emergency?

Speaker speaker_0: I lost my ID card. I have to go pick one up. And you live in?

Speaker speaker_1: Newnan, Georgia.

Speaker speaker_0: Newnan, Georgia?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Uh, do you have an ID on you?

Speaker speaker_1: No, ma'am. I just have my phone with me.

Speaker speaker_0: Okay. Well, we'll get you one made for free-

Speaker speaker_1: I'm sorry, what's the phone number again? 312-704-7791.

Speaker speaker_0: ... so we can get you an ID card made for free and we'll mail it to you, okay?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: All right. Have a good day.

Speaker speaker_1: You too. Bye.

Speaker speaker_2: Hey. This is as far as I can go because I've already taken the lead. Yesterday, yesterday. Not going anywhere near me. I'm staying here. I'm staying here. You're not coming back. You're forgetting where the exit is. I know. I'm right here.

Speaker speaker_0: All right. Thank you so much for holding. So I just sent all of those ID cards to both emails.

Speaker speaker_2: It looks like I got them this time. Let's see. Yes, I did. Thank you very much.

Speaker speaker_0: Yes, ma'am. Uh, did you need help with anything else?

Speaker speaker_2: No, ma'am. That's it.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_2: You too. Bye.

Speaker speaker_0: Bye-bye.