

Transcript: VICTORIA

Taylor-5228449349812224-6558643469729792

Full Transcript

Thank you for calling Benefits and Accord. This is Victoria. How can I help you? Hello. Um, I have a question. So I keep trying to get the... click the email ID and it says it's not available yet, but I have an appointment on the 5th and I was just wondering, um, how can I get, like, my insurance information? Okay. Is that- What's, what's the, um, name of the agency you work for? Uh, Surge. All right. And the last four of your social? 3298. And your first and last name? Hailey Saez. Okay. Do you mind verifying your address and date of birth? Yeah. Um, 3691 Harding Drive and 01/15/2004. That address, the city is Columbus, state is Ohio, zip code is 43228? Yeah. Sorry. You're fine. Uh, phone number is 614-390-6053? Yeah. And then email is linkknight2004@gmail.com? Yeah. Okay. Give me just a few seconds. I can actually look up your ID cards and I can email them to you really quick. Okay, perfect. Thank you. You're welcome. You have a wonderful day. Thank you. You too. I'm sorry. I don't know why I said that. Give me just a few seconds and I'm, we'll, I'm gonna put you on a brief hold and I'll be right back. Okay, thank you. All right. Thank you so much for holding. So I just sent that email to you. Do you have a way to check and make sure you got it? Yeah. Give me a second. Yeah, I just got it. Okay. And you're able to pull up the, uh, PDF files? Yeah. Okay. Um, so there should be one for your medical, one for your dental, and one for your vision. Okay. Thank you so much. You're welcome. Did you have any other questions for me? Uh, no. All right. I just wanted to make sure that worked out. All right. Well, you have a great rest of your afternoon. You too. Thank you so much. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Accord. This is Victoria. How can I help you?

Speaker speaker_1: Hello. Um, I have a question. So I keep trying to get the... click the email ID and it says it's not available yet, but I have an appointment on the 5th and I was just wondering, um, how can I get, like, my insurance information?

Speaker speaker_0: Okay.

Speaker speaker_1: Is that-

Speaker speaker_0: What's, what's the, um, name of the agency you work for?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: All right. And the last four of your social?

Speaker speaker_1: 3298.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Hailey Saez.

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

Speaker speaker_1: Yeah. Um, 3691 Harding Drive and 01/15/2004.

Speaker speaker_0: That address, the city is Columbus, state is Ohio, zip code is 43228?

Speaker speaker_1: Yeah. Sorry.

Speaker speaker_0: You're fine. Uh, phone number is 614-390-6053?

Speaker speaker_1: Yeah.

Speaker speaker_0: And then email is linkknight2004@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Give me just a few seconds. I can actually look up your ID cards and I can email them to you really quick.

Speaker speaker_1: Okay, perfect. Thank you.

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

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: I'm sorry. I don't know why I said that. Give me just a few seconds and I'm, we'll, I'm gonna put you on a brief hold and I'll be right back.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: All right. Thank you so much for holding. So I just sent that email to you. Do you have a way to check and make sure you got it?

Speaker speaker_1: Yeah. Give me a second. Yeah, I just got it.

Speaker speaker_0: Okay. And you're able to pull up the, uh, PDF files?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, so there should be one for your medical, one for your dental, and one for your vision.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: You're welcome. Did you have any other questions for me?

Speaker speaker_1: Uh, no.

Speaker speaker_0: All right.

Speaker speaker_1: I just wanted to make sure that worked out.

Speaker speaker_0: All right. Well, you have a great rest of your afternoon.

Speaker speaker_1: You too. Thank you so much.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.