

Transcript: VICTORIA

Taylor-5290507964301312-4724651928633344

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hi, my name is Omar Sow. I'm just trying to end up my health benefit, please. Okay. Um, what's the name of the agency you work for? Uh, Surge Staffing. And the last four of your Social? The last four of my Social, it's 0469. Okay. And I'm sorry, your first and last name again? Oumar. Oumar, O-U-M-A-R, uh, the last name is Sow. S-O-W. Do you mind verifying your address and date of birth? Date of birth is 10th... No, I made a mistake. It's 12/30/90... '95. And then my address is 943 Buckey Avenue, Sidney, Ohio 45365. And I'm sorry, what was your date of birth? 12/30/'95. Okay. I think we might... Okay, so first name is O-U-M-A-R and last name is S-O-W? Yeah. Okay. I think we might have some information that's incorrect in our systems. Do you mind verifying your full Social to make sure I'm looking at the correct file? Okay. Just a moment, I gotta bring the document out.

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, my name is Omar Sow. I'm just trying to end up my health benefit, please.

Speaker speaker_0: Okay. Um, what's the name of the agency you work for?

Speaker speaker_1: Uh, Surge Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: The last four of my Social, it's 0469.

Speaker speaker_0: Okay. And I'm sorry, your first and last name again?

Speaker speaker_1: Oumar. Oumar, O-U-M-A-R, uh, the last name is Sow. S-O-W.

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

Speaker speaker_1: Date of birth is 10th... No, I made a mistake. It's 12/30/90... '95. And then my address is 943 Buckey Avenue, Sidney, Ohio 45365.

Speaker speaker_0: And I'm sorry, what was your date of birth?

Speaker speaker_1: 12/30/'95.

Speaker speaker_0: Okay. I think we might... Okay, so first name is O-U-M-A-R and last name is S-O-W?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. I think we might have some information that's incorrect in our systems. Do you mind verifying your full Social to make sure I'm looking at the correct file?

Speaker speaker_1: Okay. Just a moment, I gotta bring the document out.