

Transcript: VICTORIA

Taylor-5313699490775040-4765131805769728

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, Victoria. Uh, this is Eric Tallant. Hey, uh, I've been... Uh, I got insurance with you guys. Uh, I've been paying for like the past two weeks and I haven't received any type of card or anything, and I have a doctor's appointment coming up. Okay. And I'm not sure- What's the... What's the name of the agency you work through? Say what? The name of the staffing agency you work through. Oh. It's, uh, AccuForge. It's in Morganton, North Carolina. And the last four of your Social? 2449. Okay. And, I'm sorry, your first and last name again? It's, uh, Eric Tallant. Gotcha. Do you mind verifying your address and date of birth? It's, uh, 8/19/1968, and my address is 6127 Pallant Hollow Road, Morganton 28655. And then phone number 828-403-3268? Yeah. And email is gonna be etallant8@gmail.com? Yes, ma'am. Okay. Um, I can actually look up copies of your ID cards and email them to you real quick. Okay, if you will. Sure thing. Give me just a few moments. Sure. I'll be right back. 'Cause I have a appointment the 21st. Okay. Yeah. Uh, give me just a few moments, if you will. I'll look those up and, uh, send them to your email. Okay. Yeah. Sounds good. All right. How are you? Thank you so much for holding. So I just sent those ID cards to your email. Okay. All right. All right. Well, I appreciate it. Yes, sir. Did you need help with anything else? No. No, that was all I needed. All righty. You have a wonderful day. Okay. You too. Thank you. Thank you. Bye-bye. Bye.

Conversation Format

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

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

Speaker speaker_2: Hey, Victoria. Uh, this is Eric Tallant. Hey, uh, I've been... Uh, I got insurance with you guys. Uh, I've been paying for like the past two weeks and I haven't received any type of card or anything, and I have a doctor's appointment coming up.

Speaker speaker_1: Okay.

Speaker speaker_2: And I'm not sure-

Speaker speaker_1: What's the... What's the name of the agency you work through?

Speaker speaker_2: Say what?

Speaker speaker_1: The name of the staffing agency you work through.

Speaker speaker_2: Oh. It's, uh, AccuForge. It's in Morganton, North Carolina.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 2449.

Speaker speaker_1: Okay. And, I'm sorry, your first and last name again?

Speaker speaker_2: It's, uh, Eric Tallant.

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

Speaker speaker_2: It's, uh, 8/19/1968, and my address is 6127 Pallant Hollow Road, Morganton 28655.

Speaker speaker_1: And then phone number 828-403-3268?

Speaker speaker_2: Yeah.

Speaker speaker_1: And email is gonna be etallant8@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Um, I can actually look up copies of your ID cards and email them to you real quick.

Speaker speaker_2: Okay, if you will.

Speaker speaker_1: Sure thing. Give me just a few moments.

Speaker speaker_2: Sure.

Speaker speaker_1: I'll be right back.

Speaker speaker_2: 'Cause I have a appointment the 21st.

Speaker speaker_1: Okay. Yeah. Uh, give me just a few moments, if you will. I'll look those up and, uh, send them to your email.

Speaker speaker_2: Okay. Yeah. Sounds good.

Speaker speaker_1: All right. How are you? Thank you so much for holding. So I just sent those ID cards to your email.

Speaker speaker_2: Okay. All right. All right. Well, I appreciate it.

Speaker speaker_1: Yes, sir. Did you need help with anything else?

Speaker speaker_2: No. No, that was all I needed.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_2: Okay. You too. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.