

Transcript: VICTORIA

Taylor-5327248655335424-5838992263823360

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? Uh, yes, ma'am. I was calling... Uh, I have insurance there with you guys and I wanted to see if I have, uh, vision. Okay. You're wanting to see if you have vision? Yes. Okay. What's the name of the agency you work for? Uh, uh, let me look, see now. Uh, Barnes Personnel. And the last four of your Social? 6154. And your first and last name? John Martinez. Do you mind verifying your address and date of birth? Uh, 11522 Sage Grove Lane. Uh, 1115 of 70. For the address, the city is Houston, state is Texas, zip code is 77089? Correct. Phone number 832-724-8183? Yes. And email is, uh, jcmtz7071 at gmail.com? Yes. Okay. Um, no sir, I do not see that you have vision. Okay. So I just have medical and dental? Uh, yes. The VIP Standard Medical Plan, dental and the term life. Okay. Okay, ma'am, that's what I needed to know. Thank you. Okay. You're welcome. Bye-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: Uh, yes, ma'am. I was calling... Uh, I have insurance there with you guys and I wanted to see if I have, uh, vision.

Speaker speaker_1: Okay. You're wanting to see if you have vision?

Speaker speaker_2: Yes.

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

Speaker speaker_2: Uh, uh, let me look, see now. Uh, Barnes Personnel.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6154.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: John Martinez.

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

Speaker speaker_2: Uh, 11522 Sage Grove Lane. Uh, 1115 of 70.

Speaker speaker_1: For the address, the city is Houston, state is Texas, zip code is 77089?

Speaker speaker_2: Correct.

Speaker speaker_1: Phone number 832-724-8183?

Speaker speaker_2: Yes.

Speaker speaker_1: And email is, uh, jcmtz7071 at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, no sir, I do not see that you have vision.

Speaker speaker_2: Okay. So I just have medical and dental?

Speaker speaker_1: Uh, yes. The VIP Standard Medical Plan, dental and the term life.

Speaker speaker_2: Okay. Okay, ma'am, that's what I needed to know. Thank you.

Speaker speaker_1: Okay. You're welcome. Bye-bye.

Speaker speaker_2: Bye-bye.