

## Transcript: VICTORIA

**Taylor-5376486571294720-4578885861163008**

### Full Transcript

Thank you for calling Benefits on Demand. This is Victoria. How can I help you? Hi, I was just calling to see... uh, my vision insurance kicked in through, uh, AccuForce and I was just calling to see where all that <|sco|> Okay. What's the last four of your Social? 9085. And your first and last name? Drew Arnold. Do you mind verifying your address and date of birth? Yes, my, uh, my date of birth is 9-15-99 and the address is, uh... Hello? Every fucking time I try to use my phone, man. Hello? I'm still here. Hi. I'm sorry. I guess it cut out. Um, I didn't hear your date of birth and address. Yes, my date of birth is 9-15-99... Boulevard. Okay, I'm sorry, 206 Bowling Rock- I can give you the other... Hello? Can you hear me? Hello? Are you still there? Are you still there? Yeah. Okay, I'm sorry. The phone's... We have a really bad connection. Um, but the address is 206 Bowling Rock Boulevard in Lenoir, North Carolina 48625? Correct. Okay. Your phone number is 317-537-8929? Yes. And then email is alexarnold1775@gmail.com. Okay. Yeah, I see that you're currently enrolled into vision and it is currently active. I can purchase a phone like this with that. Yes. With your iPhone or with your phone. Okay. So yeah, again, it is, it is currently active. W- what exactly did you need help with? Uh, figuring out where, uh, the insurance is accepted. Oh, okay. So um, I... We are just your benefits administrators. We don't have access to that information, but I can give you a website and a phone number to call and they can help you find a provider. All right, give me one second. Okay. All right, I'm ready for the number. All right. The phone number is going to be 855-638-3931. So 853-638-3931? So it's 855-63-... 855, okay. Yeah, and then 638-3931. All right, I got it. Thank you so much. You're welcome. You have a wonderful day. You too. Bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on Demand. This is Victoria. How can I help you?

Speaker speaker\_1: Hi, I was just calling to see... uh, my vision insurance kicked in through, uh, AccuForce and I was just calling to see where all that <|sco|>

Speaker speaker\_2: Okay. What's the last four of your Social?

Speaker speaker\_1: 9085.

Speaker speaker\_2: And your first and last name?

Speaker speaker\_1: Drew Arnold.

Speaker speaker\_2: Do you mind verifying your address and date of birth?

Speaker speaker\_1: Yes, my, uh, my date of birth is 9-15-99 and the address is, uh...

Speaker speaker\_0: Hello?

Speaker speaker\_1: Every fucking time I try to use my phone, man.

Speaker speaker\_0: Hello?

Speaker speaker\_1: I'm still here.

Speaker speaker\_0: Hi. I'm sorry. I guess it cut out. Um, I didn't hear your date of birth and address.

Speaker speaker\_1: Yes, my date of birth is 9-15-99... Boulevard.

Speaker speaker\_0: Okay, I'm sorry, 206 Bowling Rock-

Speaker speaker\_1: I can give you the other...

Speaker speaker\_0: Hello? Can you hear me? Hello? Are you still there? Are you still there?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, I'm sorry. The phone's... We have a really bad connection. Um, but the address is 206 Bowling Rock Boulevard in Lenoir, North Carolina 48625?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Your phone number is 317-537-8929?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then email is alexarnold1775@gmail.com. Okay. Yeah, I see that you're currently enrolled into vision and it is currently active.

Speaker speaker\_2: I can purchase a phone like this with that.

Speaker speaker\_1: Yes.

Speaker speaker\_2: With your iPhone or with your phone.

Speaker speaker\_0: Okay. So yeah, again, it is, it is currently active. W- what exactly did you need help with?

Speaker speaker\_1: Uh, figuring out where, uh, the insurance is accepted.

Speaker speaker\_0: Oh, okay. So um, I... We are just your benefits administrators. We don't have access to that information, but I can give you a website and a phone number to call and they can help you find a provider.

Speaker speaker\_1: All right, give me one second.

Speaker speaker\_0: Okay.

Speaker speaker\_1: All right, I'm ready for the number.

Speaker speaker\_0: All right. The phone number is going to be 855-638-3931.

Speaker speaker\_1: So 853-638-3931?

Speaker speaker\_0: So it's 855-63-...

Speaker speaker\_1: 855, okay.

Speaker speaker\_0: Yeah, and then 638-3931.

Speaker speaker\_1: All right, I got it. Thank you so much.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Bye.