

## **Transcript: VICTORIA**

**Taylor-5388043843321856-5209388840173568**

### **Full Transcript**

Hello? Your call may be monitored or recorded for quality assurance purposes. Hey, is this Alvin? Yes. Hey, this is Victoria with Benefits on a Card. Yes, ma'am. Um, just giving you a call back. Uh, I was able to get the other ID card that was missing for you for your preventative medical. Okay. Okay. And I re-... I re-sent that email with all your ID cards. Okay. Okay, what email you send it to? Um, the alvinedwards76@yahoo.com. Alvin76... Yes, ma'am. Okay. Did you, uh, did you send it yesterday or did you... 'Cause I was looking for it, I didn't see it. Yeah, I got it. I sent it yesterday but I only sent the, um, the non-preventative medical, vision and dental. Okay. Um, and then I re-sent it this morning with the preventative, non-preventative medical and then the dental and vision. If it's not showing up in your inbox- Mm-hmm. ... um, check your spam or junk folder. Okay. But just to make sure I got everything spelled correctly on the email, it's A-L-V-I-N-E-D-W-A-R-D-S-76@yahoo.com. Yes, ma'am, that's it. Okay. Um, so it should be coming from info@benefitsonthecard.com. Info? Okay. Yep. Okay, then. Thank you. Yes, sir. And, uh, the most recent one that I just sent is going to have four PDF files attached. Those are your ID cards. Okay. So if you're looking at it on the phone, you might have to scroll all the way down to the bottom of the email and you should see those PDF files. Okay. Yes, sir. All right. Thank you, ma'am. You're welcome. Have a good day. You too. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Hello?

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Hey, is this Alvin?

Speaker speaker\_0: Yes.

Speaker speaker\_2: Hey, this is Victoria with Benefits on a Card.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_2: Um, just giving you a call back. Uh, I was able to get the other ID card that was missing for you for your preventative medical.

Speaker speaker\_0: Okay. Okay.

Speaker speaker\_2: And I re-... I re-sent that email with all your ID cards.

Speaker speaker\_0: Okay. Okay, what email you send it to?

Speaker speaker\_2: Um, the alvinedwards76@yahoo.com.

Speaker speaker\_0: Alvin76... Yes, ma'am. Okay. Did you, uh, did you send it yesterday or did you... 'Cause I was looking for it, I didn't see it.

Speaker speaker\_2: Yeah, I got it. I sent it yesterday but I only sent the, um, the non-preventative medical, vision and dental.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Um, and then I re-sent it this morning with the preventative, non-preventative medical and then the dental and vision. If it's not showing up in your inbox-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: ... um, check your spam or junk folder.

Speaker speaker\_0: Okay.

Speaker speaker\_2: But just to make sure I got everything spelled correctly on the email, it's A-L-V-I-N-E-D-W-A-R-D-S-76@yahoo.com.

Speaker speaker\_0: Yes, ma'am, that's it.

Speaker speaker\_2: Okay. Um, so it should be coming from info@benefitsonthecard.com.

Speaker speaker\_0: Info? Okay.

Speaker speaker\_2: Yep.

Speaker speaker\_0: Okay, then. Thank you.

Speaker speaker\_2: Yes, sir. And, uh, the most recent one that I just sent is going to have four PDF files attached. Those are your ID cards.

Speaker speaker\_0: Okay.

Speaker speaker\_2: So if you're looking at it on the phone, you might have to scroll all the way down to the bottom of the email and you should see those PDF files.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_0: All right. Thank you, ma'am.

Speaker speaker\_2: You're welcome. Have a good day.

Speaker speaker\_0: You too.

Speaker speaker\_2: Thank you. Bye-bye.