

Transcript: VICTORIA

Taylor-5427060486651904-4928614935773184

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? Hi. So, I got a card from you guys. I was just wanna know if it's still active or not. It's been a while since I had it. Okay. Uh, what's the name of the agency you work for? First Avenue. And the last four of your Social? 4415. And your first and last name? It's Armon, A-R-M-O-N. Last name, uh, Cheeves. C-H-E-E-V-S as in Victor, E-S-S as in Scott. Do you mind verifying your address and date of birth? The address on file? Yes, sir. Uh... y'all have, um... shit. I usually don't move, so I don't even know what number you have on file. Okay. What's your date of birth? 4/30/'83. Okay. It looks like I have the address of 250 Lincoln Highway Number 6. Lincoln Highway, okay. Okay. That's what I missed. I was wondering where this... Uh, just to make sure, the city is Wadsworth, Nevada 89- Wadsworth, Nevada 8943... 89... There. Wadsworth, Nevada 89442. Okay. Phone number 775-342-4203? Yep. And then email is gonna be first initial last name83@gmail.com? No. The, um... the email changed. What should it be? The email is, um, my last name 420 at gmail.com. Okay. Um, let's see. I do not see you have active coverage with us. It looks like it ended on March 3rd of '24. March 3rd of '24? Okay, so I can throw these cards away then. Okay. I was just checking to make sure. Okay. You have a wonderful day. All right. You, too. Thank you. 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: Hi. So, I got a card from you guys. I was just wanna know if it's still active or not. It's been a while since I had it.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: First Avenue.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 4415.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: It's Armon, A-R-M-O-N. Last name, uh, Cheeves. C-H-E-E-V-S as in Victor, E-S-S as in Scott.

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

Speaker speaker_2: The address on file?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Uh... y'all have, um... shit. I usually don't move, so I don't even know what number you have on file.

Speaker speaker_1: Okay. What's your date of birth?

Speaker speaker_2: 4/30/'83.

Speaker speaker_1: Okay. It looks like I have the address of 250 Lincoln Highway Number 6.

Speaker speaker_2: Lincoln Highway, okay. Okay. That's what I missed. I was wondering where this...

Speaker speaker_1: Uh, just to make sure, the city is Wadsworth, Nevada 89-

Speaker speaker_2: Wadsworth, Nevada 8943... 89... There. Wadsworth, Nevada 89442.

Speaker speaker_1: Okay. Phone number 775-342-4203?

Speaker speaker_2: Yep.

Speaker speaker_1: And then email is gonna be first initial last name83@gmail.com?

Speaker speaker_2: No. The, um... the email changed.

Speaker speaker_1: What should it be?

Speaker speaker_2: The email is, um, my last name 420 at gmail.com.

Speaker speaker_1: Okay. Um, let's see. I do not see you have active coverage with us. It looks like it ended on March 3rd of '24.

Speaker speaker_2: March 3rd of '24? Okay, so I can throw these cards away then. Okay. I was just checking to make sure.

Speaker speaker_1: Okay. You have a wonderful day.

Speaker speaker_2: All right. You, too.

Speaker speaker_1: Thank you. Bye-bye.