

Transcript: VICTORIA

Taylor-5525280777486336-6225570027716608

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, I was gonna try to get my policy number. Okay. What is the name of the agency you work for? Uh, Spur Staffing. Okay. And you said my name? Uh, just the last four digits of your Social. Uh, 1331. All right. And your first and last name? Um, Eric and Marble. Okay. Do you mind verifying your address and date of birth? 181 North Forest Street, Apartment 35, West Point, Mississippi, 12/11/1996. Phone number is gonna be 662-275-6802? Yes. And then email is gonna be, uh, your last name, first name at yahoo.com? Yes. Okay. Give me just a few seconds. I'm gonna look up your ID cards and I can email those to you real quick. Okay. I'll be right back. Okay. All right. Thank you so much for holding. So I just sent that to your email. Okay. Is this 3? Yes, I am. Ma'am? I'm still here. Hello? I was just- I'm still here. That was- Okay, uh, let me see it. I- yeah, I got it, I got it. Okay. Did you need help with anything else? Uh, basically, will they be mailing me one or this, uh, this- I do- have this copy? Yes, you should be getting a copy, um, for both in the mail. It just takes some time. It looks like your coverage just became active on the 28th of April. All right. Typically takes about 10 business days to get those. Okay. Thank you so much. You're welcome. You have a wonderful day. All right. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hey, I was gonna try to get my policy number.

Speaker speaker_0: Okay. What is the name of the agency you work for?

Speaker speaker_1: Uh, Spur Staffing.

Speaker speaker_0: Okay.

Speaker speaker_1: And you said my name?

Speaker speaker_0: Uh, just the last four digits of your Social.

Speaker speaker_1: Uh, 1331.

Speaker speaker_0: All right. And your first and last name?

Speaker speaker_1: Um, Eric and Marble.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: 181 North Forest Street, Apartment 35, West Point, Mississippi, 12/11/1996.

Speaker speaker_0: Phone number is gonna be 662-275-6802?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is gonna be, uh, your last name, first name at yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me just a few seconds. I'm gonna look up your ID cards and I can email those to you real quick.

Speaker speaker_1: Okay.

Speaker speaker_0: I'll be right back.

Speaker speaker_1: Okay.

Speaker speaker_2: All right. Thank you so much for holding. So I just sent that to your email.

Speaker speaker_1: Okay.

Speaker speaker_3: Is this 3?

Speaker speaker_4: Yes, I am.

Speaker speaker_1: Ma'am?

Speaker speaker_0: I'm still here.

Speaker speaker_1: Hello?

Speaker speaker_0: I was just-

Speaker speaker_4: I'm still here. That was-

Speaker speaker_1: Okay, uh, let me see it. I- yeah, I got it, I got it.

Speaker speaker_0: Okay. Did you need help with anything else?

Speaker speaker_1: Uh, basically, will they be mailing me one or this, uh, this- I do- have this copy?

Speaker speaker_0: Yes, you should be getting a copy, um, for both in the mail. It just takes some time. It looks like your coverage just became active on the 28th of April.

Speaker speaker_1: All right.

Speaker speaker_0: Typically takes about 10 business days to get those.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: All right. You too.

Speaker speaker_0: Bye-bye.