

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits in a Car. This is Vatoria. How can I help you? Hi. I have an appointment with Dr. Rizzi, and she was a little late but she just called and left a voicemail with this number, so I just called it back. I'm not sure how to get in contact with her. Okay. So you've reached w- the customer service, uh, for Benefits in a Car. We do more of, like, administering for your insurance. Right. Did you have a, a virtual appointment? Is that what you're referring to? I did, I did. And this is the number I got a missed call in, and then she left a voicemail saying that it's her and she's trying to reach me, so I called the number back. Okay. I'm probably gonna have- And then she- ... to transfer you, um, but what's the name of the agency you work for? Uh, TRC. And the last four of your Social? Uh, 3627. Your first and last name? Shekina Duthie. Do you mind verifying your address and, and date of birth? 2817 Vineyard Way, Smyrna, Georgia 30082, and April 4th, 2001. Phone number 404-725-1632? Yep. That's right. And then email is, uh, S-H-E-K-I and then last name @gmail.com? Yep. That's correct. Okay. Give me just a few minutes. I'm gonna have to transfer you over to the, uh, correct department. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Vatoria. How can I help you?

Speaker speaker_1: Hi. I have an appointment with Dr. Rizzi, and she was a little late but she just called and left a voicemail with this number, so I just called it back. I'm not sure how to get in contact with her.

Speaker speaker_0: Okay. So you've reached w- the customer service, uh, for Benefits in a Car. We do more of, like, administering for your insurance.

Speaker speaker_1: Right.

Speaker speaker_0: Did you have a, a virtual appointment? Is that what you're referring to?

Speaker speaker_1: I did, I did. And this is the number I got a missed call in, and then she left a voicemail saying that it's her and she's trying to reach me, so I called the number back.

Speaker speaker_0: Okay. I'm probably gonna have-

Speaker speaker_1: And then she-

Speaker speaker_0: ... to transfer you, um, but what's the name of the agency you work for?

Speaker speaker_1: Uh, TRC.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Uh, 3627.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Shekina Duthie.

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

Speaker speaker_1: 2817 Vineyard Way, Smyrna, Georgia 30082, and April 4th, 2001.

Speaker speaker_0: Phone number 404-725-1632?

Speaker speaker_1: Yep. That's right.

Speaker speaker_0: And then email is, uh, S-H-E-K-I and then last name @gmail.com?

Speaker speaker_1: Yep. That's correct.

Speaker speaker_0: Okay. Give me just a few minutes. I'm gonna have to transfer you over to the, uh, correct department.

Speaker speaker_1: Thank you.