

Transcript: VICTORIA

Taylor-5635661806223360-4634707665403904

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? Um, yes, ma'am. My son is employed through NAU and, um, he has a doctor's appointment today and he's not sure about his, um, insurance through you guys, and this was the only contact information I had for him, for his benefits. Okay. Is he nearby that I can speak with him? Yeah. He's right here. Hey, I'm- I'm right here. Okay. Uh, what's the last four of your Social? 3220. And your first and last name? Anthony Abbott, and the last name is spelled A-V-V-O-T-T. Okay. And do you mind verifying your address and date of birth? The address is 4A Sunshine Avenue, and my date of birth is 08/16/2004. Okay. The city for the address is Greenville, state is South Carolina, zip code is 29609? Yes. Phone number 864-540-1901? Yes. Okay. And then email is owen081604@icloud? Yes. Okay. Have you not received your ID cards yet? I have not. Okay. I can look up your ID cards and email you copies. That would be perfect. Thank you. You're welcome. Give me just a few seconds and I'll be right back. All right. Thank you. All righty. Thank you so much for holding. So, I just sent those ID cards to your email. Awesome, I appreciate it. You're welcome. Did you need help with anything else? Um, no. So, I just... Uh, I can just show those, um, emailed cards to the doctor and everything will be fine, right? Yes, sir. All right. Thank you. That's all I needed. All righty. You have a wonderful day. You as well. Bye-bye. 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: Um, yes, ma'am. My son is employed through NAU and, um, he has a doctor's appointment today and he's not sure about his, um, insurance through you guys, and this was the only contact information I had for him, for his benefits.

Speaker speaker_1: Okay. Is he nearby that I can speak with him?

Speaker speaker_2: Yeah. He's right here.

Speaker speaker_3: Hey, I'm- I'm right here.

Speaker speaker_1: Okay. Uh, what's the last four of your Social?

Speaker speaker_3: 3220.

Speaker speaker_1: And your first and last name?

Speaker speaker_3: Anthony Abbott, and the last name is spelled A-V-V-O-T-T.

Speaker speaker_1: Okay. And do you mind verifying your address and date of birth?

Speaker speaker_3: The address is 4A Sunshine Avenue, and my date of birth is 08/16/2004.

Speaker speaker_1: Okay. The city for the address is Greenville, state is South Carolina, zip code is 29609?

Speaker speaker_3: Yes.

Speaker speaker_1: Phone number 864-540-1901?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. And then email is owen081604@icloud?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. Have you not received your ID cards yet?

Speaker speaker_3: I have not.

Speaker speaker_1: Okay. I can look up your ID cards and email you copies.

Speaker speaker_3: That would be perfect. Thank you.

Speaker speaker_1: You're welcome. Give me just a few seconds and I'll be right back.

Speaker speaker_3: All right. Thank you.

Speaker speaker_1: All righty. Thank you so much for holding. So, I just sent those ID cards to your email.

Speaker speaker_3: Awesome, I appreciate it.

Speaker speaker_1: You're welcome. Did you need help with anything else?

Speaker speaker_3: Um, no. So, I just... Uh, I can just show those, um, emailed cards to the doctor and everything will be fine, right?

Speaker speaker_1: Yes, sir.

Speaker speaker_3: All right. Thank you. That's all I needed.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_3: You as well. Bye-bye.

Speaker speaker_1: Bye-bye.