

Transcript: VICTORIA

Taylor-5686742030532608-4738288965959680

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? Hello, Victoria? Hi. How can I help you? Um, yes. I supposedly have a consultation for today before... uh, an hour ago. And I got just, uh, a couple of text messages that says that, um, "Please click on the link below to upload attachments for your consultation." But it doesn't tell, it doesn't tell me what attachments are needed. Okay. Um, let me pull up your file. What's the name of the agency you work through? Oxford. And the last four of your Social? 9350. Okay. And your first and last name? Alberto Cambero. Do you mind verifying your address and date of birth? 1749 West Palovista Boulevard, Tucson, Arizona. December 19, 1983. Okay. And then phone number 520-422-8489? Not anymore. I updated that long time ago. Is it the phone number you're calling from? Yes. 520-476- 5384? 5384. Yeah. Okay. And then email is first name.cambero@gmail.com? Yes. Okay. So I'm actually gonna have to transfer you over to the virtual care, uh, services department. Mm-hmm. Um, and they should be able to help you out from there. Okay. Give me just a few seconds and I'll get you transferred. Thank you, Vic.

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: Hello, Victoria?

Speaker speaker_1: Hi. How can I help you?

Speaker speaker_2: Um, yes. I supposedly have a consultation for today before... uh, an hour ago. And I got just, uh, a couple of text messages that says that, um, "Please click on the link below to upload attachments for your consultation." But it doesn't tell, it doesn't tell me what attachments are needed.

Speaker speaker_1: Okay. Um, let me pull up your file. What's the name of the agency you work through?

Speaker speaker_2: Oxford.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 9350.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Alberto Cambero.

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

Speaker speaker_2: 1749 West Palovista Boulevard, Tucson, Arizona. December 19, 1983.

Speaker speaker_1: Okay. And then phone number 520-422-8489?

Speaker speaker_2: Not anymore. I updated that long time ago.

Speaker speaker_1: Is it the phone number you're calling from?

Speaker speaker_2: Yes. 520-476-

Speaker speaker_1: 5384?

Speaker speaker_2: 5384. Yeah.

Speaker speaker_1: Okay. And then email is first name.cambero@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So I'm actually gonna have to transfer you over to the virtual care, uh, services department.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, and they should be able to help you out from there.

Speaker speaker_2: Okay.

Speaker speaker_1: Give me just a few seconds and I'll get you transferred.

Speaker speaker_2: Thank you, Vic.