

Transcript: VICTORIA

Taylor-5694865507401728-6645205438349312

Full Transcript

Thank you for calling Benefits Center Card. This is Victoria. How can I help you? Mm-hmm. Yeah, uh, a- I need my medical insurance card. Oh, I don't need it for this. Oh, no? I don't need it. No? Okay. What's the name of the agency you work for? Uh, Third Staffing. And the last four of your Social? 1529. And your first and last name? Sean Davis. Okay. Do you mind verifying your address and date of birth? Uh, 3602 Emerald Drive, Mesquite, Texas 75150 and date of birth is August 12th, 1980. For real, I don't really... Okay. Are you no longer at 800 West Winter Green Road? N- No. No, I'm no longer there. Okay. What is your current address again? 3602 Emerald Drive, Mesquite, Texas 75150. Hey, Sean. Can I borrow you for a second? Mm-hmm. Um, so real quick, just consent. There could be a risk of infection from what I'm doing and the risk of dis- How do you spell the name of this street, sir? Uh huh. Yeah. So, don't kick me real quick. I'm gonna give you the numbing medicine. It's gonna be sharp and then it's gonna feel numb. Yeah. Okay. Try your best not to kick me, okay? All right. All right, perfect. All right. What, what else did you need? Here's a little hook. Can you spell the name of this street? Uh, E-M-E-R-A-L-D... Emerald, like the emerald. E-M-E-R-A-L-D? Yeah, like emerald. Like the emerald. Okay. And then, let's see. From Mesquite, Texas 75150? Yes. Okay. Phone number is 469-785-1875? Correct. And then email is seandavis, uh, 1123@icloud. Y- yes, ma'am. Okay. Give me a few seconds, let me look that up and I'll be right back. Okay. Yeah. Uh, all right, thank you. Thank you. All righty. Thank you so much for holding. So, I just sent that to your email. Okay. Thank you very much. You're welcome. Have a good day. You too. Bye. Thank you. Bye-bye. Take care.

Conversation Format

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

Speaker speaker_1: Mm-hmm. Yeah, uh, a- I need my medical insurance card.

Speaker speaker_2: Oh, I don't need it for this.

Speaker speaker_1: Oh, no?

Speaker speaker_2: I don't need it.

Speaker speaker_1: No?

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

Speaker speaker_1: Uh, Third Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 1529.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Sean Davis.

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

Speaker speaker_1: Uh, 3602 Emerald Drive, Mesquite, Texas 75150 and date of birth is August 12th, 1980.

Speaker speaker_2: For real, I don't really...

Speaker speaker_0: Okay. Are you no longer at 800 West Winter Green Road?

Speaker speaker_1: N- No. No, I'm no longer there.

Speaker speaker_0: Okay. What is your current address again?

Speaker speaker_1: 3602 Emerald Drive, Mesquite, Texas 75150.

Speaker speaker_3: Hey, Sean. Can I borrow you for a second?

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: Um, so real quick, just consent. There could be a risk of infection from what I'm doing and the risk of dis-

Speaker speaker_0: How do you spell the name of this street, sir?

Speaker speaker_1: Uh huh. Yeah.

Speaker speaker_3: So, don't kick me real quick. I'm gonna give you the numbing medicine. It's gonna be sharp and then it's gonna feel numb.

Speaker speaker_1: Yeah. Okay.

Speaker speaker_3: Try your best not to kick me, okay?

Speaker speaker_1: All right.

Speaker speaker_3: All right, perfect.

Speaker speaker_1: All right. What, what else did you need?

Speaker speaker_2: Here's a little hook.

Speaker speaker_0: Can you spell the name of this street?

Speaker speaker_1: Uh, E-M-E-R-A-L-D... Emerald, like the emerald.

Speaker speaker_0: E-M-E-R-A-L-D?

Speaker speaker_1: Yeah, like emerald. Like the emerald.

Speaker speaker_0: Okay. And then, let's see. From Mesquite, Texas 75150?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Phone number is 469-785-1875?

Speaker speaker_1: Correct.

Speaker speaker_0: And then email is seandavis, uh, 1123@icloud.

Speaker speaker_1: Y- yes, ma'am.

Speaker speaker_0: Okay. Give me a few seconds, let me look that up and I'll be right back.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah. Uh, all right, thank you. Thank you.

Speaker speaker_0: All righty. Thank you so much for holding. So, I just sent that to your email.

Speaker speaker_1: Okay. Thank you very much.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_2: Take care.