

Transcript: VICTORIA

Taylor-5711614604132352-5358887931920384

Full Transcript

Thank you for calling Benefits and a Card. This is Victoria. How can I help you? Oh, good. I'm glad I got ya. Hi. It's Amy Stefanik. Um, thank you for your voicemail I got earlier. Hey. How can I help- Hi. Yeah. So I was just seeing, um, you said you were going to email the card. Do you know if it's possible to get a physical card, like, sent in the mail? Uh, yeah. Let me pull up your file. I've, let me just, I don't have it up in front of me. What's the name of the agency you work for again? Noor Staffing Group. N-O-O-R. Okay. And then the last four of your Social? Yep. 1209. All righty. And then if you'll just verify your address and date of birth. Yep. 6765 Corporate Boulevard, Apartment 6110 Baton Rouge, Louisiana 70809. And birthday, November 25th, 1987. Okay. And then phone number, 585-301-3641? Yep. Okay. And then email is als8165 at gmail? Yeah. Okay. So it looks like I'm still actually waiting on the medical ID card, so just to remind you, like I said on the voicemail, voicemail, I will send that to your email once it's available and I'm gonna go ahead and put in a request to have the medical mailed to you because that is the one they typically email. But you should already be, um, getting the vision because that one's typically sent out by mail. Okay. Gotcha. Yeah. It's just, it'll be easier, you know, if I have to go to an appointment, a lot of times they ask for your insurance card to be scanned in, so it'll just be easier to have a physical card. Gotcha. No worries. I will go ahead and put in the request and then, like I said, once I get access to the digital copy, I will send that to you by email. Okay. Awesome. Perfect. Thank you. You're welcome. Did you need help with anything else? No. That covers it. Thank you. You're welcome. Have a good day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Oh, good. I'm glad I got ya. Hi. It's Amy Stefanik. Um, thank you for your voicemail I got earlier.

Speaker speaker_0: Hey. How can I help-

Speaker speaker_1: Hi. Yeah. So I was just seeing, um, you said you were going to email the card. Do you know if it's possible to get a physical card, like, sent in the mail?

Speaker speaker_0: Uh, yeah. Let me pull up your file. I've, let me just, I don't have it up in front of me. What's the name of the agency you work for again?

Speaker speaker_1: Noor Staffing Group. N-O-O-R.

Speaker speaker_0: Okay. And then the last four of your Social?

Speaker speaker_1: Yep. 1209.

Speaker speaker_0: All righty. And then if you'll just verify your address and date of birth.

Speaker speaker_1: Yep. 6765 Corporate Boulevard, Apartment 6110 Baton Rouge, Louisiana 70809. And birthday, November 25th, 1987.

Speaker speaker_0: Okay. And then phone number, 585-301-3641?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. And then email is als8165 at gmail?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So it looks like I'm still actually waiting on the medical ID card, so just to remind you, like I said on the voicemail, voicemail, I will send that to your email once it's available and I'm gonna go ahead and put in a request to have the medical mailed to you because that is the one they typically email. But you should already be, um, getting the vision because that one's typically sent out by mail.

Speaker speaker_1: Okay. Gotcha. Yeah. It's just, it'll be easier, you know, if I have to go to an appointment, a lot of times they ask for your insurance card to be scanned in, so it'll just be easier to have a physical card.

Speaker speaker_0: Gotcha. No worries. I will go ahead and put in the request and then, like I said, once I get access to the digital copy, I will send that to you by email.

Speaker speaker_1: Okay. Awesome. Perfect. Thank you.

Speaker speaker_0: You're welcome. Did you need help with anything else?

Speaker speaker_1: No. That covers it. Thank you.

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

Speaker speaker_1: You too. Bye-bye.