

Transcript: VICTORIA

Taylor-5720363666948096-6579800883511296

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello. This is Keisha Anderson. I was calling because I have not received anything, um, in the mail as far as like health insurance cards or anything like that. And I'm paying in on it, and I don't know what information I can give like my doctors and all of that because I don't have the Rx number they keep asking for. Okay. What's the name of the agency you work for? Innovative Staff. And the last four of your Social? 0392. And then if you'll just verify your address and date of birth. I'm sorry, what? If you could just verify your address and date of birth. 2475 Country Trail Apartment 9, De Pere, Illinois 62526. And my birthday is July 25th, 1980. Okay. That's why we didn't have your apartment number on here. Oh. Um, phone number is 312-459-0763? Yep. And email is loveheart18876@gmail.com. Yes. Okay. Give me a few seconds. I can actually look up digital copies for you, and I can email them to you. Okay. Perfect. Thank you. You're welcome. I'll be right back. Okay. Alrighty. Thank you so much for holding. So I just sent those to, uh, your email address. Okay. Was there anything else you needed help with? Um... Oh, one second. Oh, there's the... Wait. So all of the information for your pharmacy is gonna be on your medical ID card. Okay. And it's on the right side. Okay. Yep. I got it now. All right. Perfect. Thank you. Thank you so much. You're welcome. You have a good day. You too. Bye bye. Bye bye.

Conversation Format

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

Speaker speaker_1: Hello. This is Keisha Anderson. I was calling because I have not received anything, um, in the mail as far as like health insurance cards or anything like that. And I'm paying in on it, and I don't know what information I can give like my doctors and all of that because I don't have the Rx number they keep asking for.

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

Speaker speaker_1: Innovative Staff.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 0392.

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

Speaker speaker_1: I'm sorry, what?

Speaker speaker_0: If you could just verify your address and date of birth.

Speaker speaker_1: 2475 Country Trail Apartment 9, De Pere, Illinois 62526. And my birthday is July 25th, 1980.

Speaker speaker_0: Okay. That's why we didn't have your apartment number on here.

Speaker speaker_1: Oh.

Speaker speaker_0: Um, phone number is 312-459-0763?

Speaker speaker_1: Yep.

Speaker speaker_0: And email is loveheart18876@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me a few seconds. I can actually look up digital copies for you, and I can email them to you.

Speaker speaker_1: Okay. Perfect. Thank you.

Speaker speaker_0: You're welcome. I'll be right back.

Speaker speaker_1: Okay.

Speaker speaker_0: Alrighty. Thank you so much for holding. So I just sent those to, uh, your email address.

Speaker speaker_1: Okay.

Speaker speaker_0: Was there anything else you needed help with?

Speaker speaker_1: Um... Oh, one second. Oh, there's the... Wait.

Speaker speaker_0: So all of the information for your pharmacy is gonna be on your medical ID card.

Speaker speaker_1: Okay.

Speaker speaker_0: And it's on the right side.

Speaker speaker_1: Okay. Yep. I got it now. All right. Perfect.

Speaker speaker_0: Thank you.

Speaker speaker_1: Thank you so much.

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

Speaker speaker_1: You too. Bye bye.

Speaker speaker_0: Bye bye.