

## **Transcript: VICTORIA**

**Taylor-5821063799029760-5881418291658752**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. I'm trying to get into my account online to see, like, my virtual card and it's saying my account is disabled. What website are you on? Uh, the virtual care Benefits in a Card login. Okay, so that's specifically for, like, virtual care appointments. That wouldn't provide your, uh, ID card. Okay. But I can try to look them up on my end. What's the name of the- Uh, who- ... agency you work for? Uh, On Track. Well, what's the website for the, like, virtual card because that's, I mean, the one I clicked in the email where it says my card is ready. I, I'm not aware of the specific website that would provide that, to be honest with you. But, I mean, I can look them up and email them to you. Okay. Um, yes. Yes, please. I'm sorry, the name of the agency again? On Track Staffing. And the last four of your Social? 3292. And your first and last name? Steve Alvarado. Do you mind verifying your address and date of birth? Uh, 6100 Howard Avenue, uh, November 19th, 1997. The address, is that Dallas, Texas 75227? Yes, ma'am. Phone number 214-709-8369? Yes. And then email is alvaradogw@gmail.com? Yes, ma'am. Okay. Give me a few seconds. Let me look those up and I'll be right back. Okay. Thank you. All righty. Thank you so much for holding. So I just sent that to your email. Okay. Was there anything else you might need help with? Uh, no, that was it. Thank you. You're welcome. You have a wonderful day. You too. Thank you. 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: Hi. I'm trying to get into my account online to see, like, my virtual card and it's saying my account is disabled.

Speaker speaker\_0: What website are you on?

Speaker speaker\_1: Uh, the virtual care Benefits in a Card login.

Speaker speaker\_0: Okay, so that's specifically for, like, virtual care appointments. That wouldn't provide your, uh, ID card.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But I can try to look them up on my end. What's the name of the-

Speaker speaker\_1: Uh, who-

Speaker speaker\_0: ... agency you work for?

Speaker speaker\_1: Uh, On Track. Well, what's the website for the, like, virtual card because that's, I mean, the one I clicked in the email where it says my card is ready.

Speaker speaker\_0: I, I'm not aware of the specific website that would provide that, to be honest with you. But, I mean, I can look them up and email them to you.

Speaker speaker\_1: Okay. Um, yes. Yes, please.

Speaker speaker\_0: I'm sorry, the name of the agency again?

Speaker speaker\_1: On Track Staffing.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 3292.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Steve Alvarado.

Speaker speaker\_0: Do you mind verifying your address and date of birth?

Speaker speaker\_1: Uh, 6100 Howard Avenue, uh, November 19th, 1997.

Speaker speaker\_0: The address, is them, is that Dallas, Texas 75227?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Phone number 214-709-8369?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then email is alvaradogw@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Give me a few seconds. Let me look those up and I'll be right back.

Speaker speaker\_1: Okay. 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.

Speaker speaker\_0: Was there anything else you might need help with?

Speaker speaker\_1: Uh, no, that was it. Thank you.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you. Bye-bye.