

Transcript: VICTORIA

Taylor-5833256517189632-6211775256543232

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. My name is Mildred Jackson. I have a policy, I believe, through y'all to do my job. But I don't know my, um, policy number or I don't have any cards, anything, and I wanted to make an appointment with y'all. Okay. Uh, what's the name of the agency you work for? MAU. And the last four of your social? 2265. Okay. Uh, do you mind verifying your address and date of birth? 228 Garcia Street, Charleston, South Carolina 29405. And what else you said? Your date of birth? 4/19/1991. Phone number 828-585-1010? Yes. And then email is gonna be first and last name 91843@gmail.com? Yes. Is that correct? Yes. Okay. Um, give me just a few seconds. I can look up your ID cards and email them to you. Okay. I will be right back. What the fuck is you doing? Stop! How the fuck you even get my name? All righty. Thank you so much for holding. So I just sent your ID cards to your email. Okay. Thank you. You're welcome. Was there anything you might need help with? Um, no. Thank you. Oh, aspec- do y'all, um, can I go anywhere or do I have to go to specific places? Yeah. You do have to stay in network. Um, in that email that I sent with your ID cards, I sent instructions on how to find providers for the medical, dental and vision. Oh, good. Thank you. You're welcome. Bye-bye. Bye.

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. My name is Mildred Jackson. I have a policy, I believe, through y'all to do my job. But I don't know my, um, policy number or I don't have any cards, anything, and I wanted to make an appointment with y'all.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: MAU.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 2265.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: 228 Garcia Street, Charleston, South Carolina 29405. And what else you said?

Speaker speaker_1: Your date of birth?

Speaker speaker_2: 4/19/1991.

Speaker speaker_1: Phone number 828-585-1010?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is gonna be first and last name 91843@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, give me just a few seconds. I can look up your ID cards and email them to you.

Speaker speaker_2: Okay.

Speaker speaker_1: I will be right back.

Speaker speaker_2: What the fuck is you doing? Stop! How the fuck you even get my name?

Speaker speaker_1: All righty. Thank you so much for holding. So I just sent your ID cards to your email.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Was there anything you might need help with?

Speaker speaker_2: Um, no. Thank you. Oh, aspec- do y'all, um, can I go anywhere or do I have to go to specific places?

Speaker speaker_1: Yeah. You do have to stay in network. Um, in that email that I sent with your ID cards, I sent instructions on how to find providers for the medical, dental and vision.

Speaker speaker_2: Oh, good. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye.