

Transcript: VICTORIA

Taylor-6031897256214528-6605888714915840

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? Good afternoon, Victoria. My name is Ebony Henderson. Um, I'm calling in reference into about my benefits card actually. Um, I have been getting benefits for you guys since I think the beginning of October. Um, I was waiting on my mail to come. I was told that I would get a dental card in the mail, but my, um, medical card I would be able to download it digitally, and I don't have either one. Okay. Uh, what's the name of the agency you work for? Uh, TRC. And the last four of your Social? 1877. Okay. And your first and last name again? Ebony, E-B-O-N-Y. Henderson, H-E-N-D-E-R-S-O-N. Gotcha. Uh, do you mind verifying your address and date of birth? 4136 Greenwood Drive, West Columbia. My, um, lot number is Lot D, 29170. And September 30th, 1992. Okay. And ... 9501? 9501, yes. And then email's gonna be ebonyhenderson370@gmail.com? That's correct. Okay. Uh, so we didn't have Lot D on the address, so that might be why, but either way I can, um, look up copies of your ID cards real quick and email them to you. That would be great. Thank you. Yes, ma'am. Give me just a few seconds and I'll be right back. All right. All righty. Thank you so much for holding. So I just sent that to your email. Did you wanna check and make sure you got it? Yes, ma'am. Just one second. Okay. Yes, ma'am. I have it. All righty. And did you need help with anything else? No, that was it. Thank you. Yes, ma'am. Have a good day. You too. Thank you. B- 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: Good afternoon, Victoria. My name is Ebony Henderson. Um, I'm calling in reference into about my benefits card actually. Um, I have been getting benefits for you guys since I think the beginning of October. Um, I was waiting on my mail to come. I was told that I would get a dental card in the mail, but my, um, medical card I would be able to download it digitally, and I don't have either one.

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

Speaker speaker_2: Uh, TRC.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1877.

Speaker speaker_1: Okay. And your first and last name again?

Speaker speaker_2: Ebony, E-B-O-N-Y. Henderson, H-E-N-D-E-R-S-O-N.

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

Speaker speaker_2: 4136 Greenwood Drive, West Columbia. My, um, lot number is Lot D, 29170. And September 30th, 1992.

Speaker speaker_1: Okay. And ... 9501?

Speaker speaker_2: 9501, yes.

Speaker speaker_1: And then email's gonna be ebonyhenderson370@gmail.com?

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. Uh, so we didn't have Lot D on the address, so that might be why, but either way I can, um, look up copies of your ID cards real quick and email them to you.

Speaker speaker_2: That would be great. Thank you.

Speaker speaker_1: Yes, ma'am. Give me just a few seconds and I'll be right back.

Speaker speaker_2: All right.

Speaker speaker_1: All righty. Thank you so much for holding. So I just sent that to your email. Did you wanna check and make sure you got it?

Speaker speaker_2: Yes, ma'am. Just one second.

Speaker speaker_1: Okay.

Speaker speaker_2: Yes, ma'am. I have it.

Speaker speaker_1: All righty. And did you need help with anything else?

Speaker speaker_2: No, that was it. Thank you.

Speaker speaker_1: Yes, ma'am. Have a good day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. B- bye.