

Transcript: VICTORIA

Taylor-6060334919630848-5381083543289856

Full Transcript

Thank you for calling Benefits on the Card. This is Victoria. How can I help you? Hey there. Um, I just, uh, logged in to my account for the first time, and I don't see it, but am I able to access my, uh, benefits card on here, like print it out or save a picture of it? Um, I don't know if you can do that on the website, but let me see if I can pull 'em up on my end. What's the, uh, name of the agency you work for? Um... Oh, crap. Uh, DTC Jobs, that's what it was. Okay. And the last four of your Social? 5774. And your first and last name? Caser, C-A-S-E-R, Johnson. And then if you will verify your address and date of birth. 15700 East Colossal Cave Road, uh, 85461, uh, Vail and 928. And then phone number, 520-300-0225? Yep. And then email is lastname.firstname@gmail.com? Correct, yep. Okay. Uh, give me just a few seconds. I'm gonna look those up really quick and send you copies to your email. Oh, that'd be awesome. Thank you. You're welcome. I'll be right back. Okay. Alrighty. Thank you so much for holding. Uh-huh. Um, so I sent those ID cards to your email. Sorry, I just had to restart my email, but it did go through. Yeah. Thank you so much. No problem. Appreciate it. You're welcome. Was there anything else you might need help with? Nope, that was it. Thank you. Okay. You have a wonderful night. You too. Bye-bye. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hey there. Um, I just, uh, logged in to my account for the first time, and I don't see it, but am I able to access my, uh, benefits card on here, like print it out or save a picture of it?

Speaker speaker_0: Um, I don't know if you can do that on the website, but let me see if I can pull 'em up on my end. What's the, uh, name of the agency you work for?

Speaker speaker_1: Um... Oh, crap. Uh, DTC Jobs, that's what it was.

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

Speaker speaker_1: 5774.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Caser, C-A-S-E-R, Johnson.

Speaker speaker_0: And then if you will verify your address and date of birth.

Speaker speaker_1: 15700 East Colossal Cave Road, uh, 85461, uh, Vail and 928.

Speaker speaker_0: And then phone number, 520-300-0225?

Speaker speaker_1: Yep.

Speaker speaker_0: And then email is lastname.firstname@gmail.com?

Speaker speaker_1: Correct, yep.

Speaker speaker_0: Okay. Uh, give me just a few seconds. I'm gonna look those up really quick and send you copies to your email.

Speaker speaker_1: Oh, that'd be awesome. 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.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Um, so I sent those ID cards to your email. Sorry, I just had to restart my email, but it did go through.

Speaker speaker_1: Yeah. Thank you so much. No problem. Appreciate it.

Speaker speaker_0: You're welcome. Was there anything else you might need help with?

Speaker speaker_1: Nope, that was it. Thank you.

Speaker speaker_0: Okay. You have a wonderful night.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Thank you. Bye-bye.