

## **Transcript: VICTORIA**

**Taylor-6244773842436096-6582593740128256**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. I just called. I spoke with Pearl. Uh, she was supposed to send me over my ID cards but I only got one email. I was supposed to get two. Okay. Uh, what's the name of the agency you work for? Noor, N-O-O-R. All right, and the last four of your Social? 4277. All right, and your first and last name? Debbie Blair. Okay. Do you mind verifying your address and date of birth? 565 Grove Street, Clifton, New Jersey, 07013, December 6th, '86. Okay, phone number is 570-574-5540? Yes. And the email is debbieblair6@yahoo.com? Yes. Okay, give me one second. Okay, so it looks like you were just sent the ID card for the VIP Classic Medical Plan. Um, and it looks like I don't have access to the ID card for the MEC medical plan. But what I can do, um, is I can give you the phone number for the actual insurance carrier and they should be able to send that to you. So why did Pearl say that I was gonna get both? Uh, I'm not too sure. I'm not able to pull it up on my end though. Um, it doesn't look like we have access to the ID card for the MEC just yet. All right. Let me try one other way just to be s- on the safe side. Yeah, I've tried pulling it in a couple different ways on my end, um, and I'm not able to pull it up. But, um, like I said, I can give you the phone number for the insurance carrier that handles the MEC plan, and like I said, they should be able to send that to you. All right, who's that? Um, so it's with 90 Degree Benefits. Uh-huh. And their phone number is 800-833-4296, option one. All right. Okay, thanks. Was there anything e- you might need help with? Nope, that's it. Okay, you have a wonderful day. 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 just called. I spoke with Pearl. Uh, she was supposed to send me over my ID cards but I only got one email. I was supposed to get two.

Speaker speaker\_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_1: Noor, N-O-O-R.

Speaker speaker\_0: All right, and the last four of your Social?

Speaker speaker\_1: 4277.

Speaker speaker\_0: All right, and your first and last name?

Speaker speaker\_1: Debbie Blair.

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

Speaker speaker\_1: 565 Grove Street, Clifton, New Jersey, 07013, December 6th, '86.

Speaker speaker\_0: Okay, phone number is 570-574-5540?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email is debbieblair6@yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, give me one second. Okay, so it looks like you were just sent the ID card for the VIP Classic Medical Plan. Um, and it looks like I don't have access to the ID card for the MEC medical plan. But what I can do, um, is I can give you the phone number for the actual insurance carrier and they should be able to send that to you.

Speaker speaker\_1: So why did Pearl say that I was gonna get both?

Speaker speaker\_0: Uh, I'm not too sure. I'm not able to pull it up on my end though. Um, it doesn't look like we have access to the ID card for the MEC just yet.

Speaker speaker\_1: All right.

Speaker speaker\_0: Let me try one other way just to be s- on the safe side. Yeah, I've tried pulling it in a couple different ways on my end, um, and I'm not able to pull it up. But, um, like I said, I can give you the phone number for the insurance carrier that handles the MEC plan, and like I said, they should be able to send that to you.

Speaker speaker\_1: All right, who's that?

Speaker speaker\_0: Um, so it's with 90 Degree Benefits.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: And their phone number is 800-833-4296, option one.

Speaker speaker\_1: All right. Okay, thanks.

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

Speaker speaker\_1: Nope, that's it.

Speaker speaker\_0: Okay, you have a wonderful day.

Speaker speaker\_1: Bye-bye.