

Transcript: VICTORIA

Taylor-6274895325085696-6478882917761024

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Uh, yes, I get-- I had gotten a insurance, and, um, like the beginning of the year, and I ended up getting my cards. But I ended up misplacing my cards. Um, I wanted to know if there was a way I could get new ones. Okay. Uh, what's the name of the agency you work for? Uh, Partners Personnel. And the last four of your Social? 9202. And your first and last name? Adrian Vega. Okay. Do you mind verifying your address and date of birth? Uh, my address is 1032 Carlo Lane, and my birthday is 12-27-2000. Okay. Um, I might need to update your address. It looks like I have, um, 2407... I'm not sure how to pronounce the name of the street, M-U-S-C-A-D-I-N-E Lane. Oh, Muscadine? Yeah. Um, yeah, I don't live there no more. Okay. Um, let's see. And what is your current address again? Um, 10302 Carlo Lane, in LaPorte, Texas. And the zip code? I believe it's 77571, if I'm not mistaken. Okay. Yeah, it looks like that is an zip code for LaPorte. Um, let's see. And then phone number is 832-986-8462? Yes. And then email is gonna be V-E-G-A, uh, adrian664@gmail.com? Yes. Okay. Um, I can look up ID cards and send, uh, new copies to your email, and then I can also go ahead and get your address up to date in our systems and request for new copies to be mailed out to you. Okay. Give me just a few moments. I'm gonna put you on a brief hold while I, I do all of that for you. Okay. I'll be right back. All right. Alrighty, thank you so much for calling. Uh, just to make sure I spelled and understood you correctly, is it, uh, C-A-R-L-O-W? Yes. And then it should be Lane? Yes. Okay. All right, so I just sent those ID cards to your email address and I'm working on getting, um, all your, your address up to date in all of our systems, and then I'm gonna request copies to be sent to your new mailing address. Okay. Was there anything else you might need help with today? Um, no, that's it. All righty. You have a wonderful day. You too. Thank you. 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: Uh, yes, I get-- I had gotten a insurance, and, um, like the beginning of the year, and I ended up getting my cards. But I ended up misplacing my cards. Um, I wanted to know if there was a way I could get new ones.

Speaker speaker_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_1: Uh, Partners Personnel.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 9202.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Adrian Vega.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, my address is 1032 Carlo Lane, and my birthday is 12-27-2000.

Speaker speaker_0: Okay. Um, I might need to update your address. It looks like I have, um, 2407... I'm not sure how to pronounce the name of the street, M-U-S-C-A-D-I-N-E Lane.

Speaker speaker_1: Oh, Muscadine? Yeah. Um, yeah, I don't live there no more.

Speaker speaker_0: Okay. Um, let's see. And what is your current address again?

Speaker speaker_1: Um, 10302 Carlo Lane, in LaPorte, Texas.

Speaker speaker_0: And the zip code?

Speaker speaker_1: I believe it's 77571, if I'm not mistaken.

Speaker speaker_0: Okay. Yeah, it looks like that is an zip code for LaPorte. Um, let's see. And then phone number is 832-986-8462?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is gonna be V-E-G-A, uh, adrian664@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, I can look up ID cards and send, uh, new copies to your email, and then I can also go ahead and get your address up to date in our systems and request for new copies to be mailed out to you.

Speaker speaker_1: Okay.

Speaker speaker_0: Give me just a few moments. I'm gonna put you on a brief hold while I, I do all of that for you.

Speaker speaker_1: Okay.

Speaker speaker_0: I'll be right back.

Speaker speaker_1: All right.

Speaker speaker_0: Alrighty, thank you so much for calling. Uh, just to make sure I spelled and understood you correctly, is it, uh, C-A-R-L-O-W?

Speaker speaker_2: Yes.

Speaker speaker_0: And then it should be Lane?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. All right, so I just sent those ID cards to your email address and I'm working on getting, um, all your, your address up to date in all of our systems, and then I'm gonna request copies to be sent to your new mailing address.

Speaker speaker_2: Okay.

Speaker speaker_0: Was there anything else you might need help with today?

Speaker speaker_2: Um, no, that's it.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_0: Thank you. Bye-bye.