

## **Transcript: VICTORIA**

**Taylor-6499469094469632-5251114469081088**

### **Full Transcript**

Thank you for calling Benefits on Card. This is Victoria. How can I help you? Hi, Victoria. This is Robert McGormley. Um, I'm just trying to call in regards of trying to figure out when my, um, insurance cards are arriving. Okay. Um, I know it typically takes about seven to 10 business days once the coverage becomes active. Um, let me pull up your file to see if your coverage is active. What's the name of the agency you work for? Um, TRC Talent Solutions. Okay. And the last four digits of your social? 0304. All right, and do you mind verifying your address and date of birth? Um, address, I believe, is still 1037 Cloverdale Drive. I don't think I switched it to... 'Cause we're moving from there. And my date of birth is 11/03/1998. Okay. So the address does need to be updated for you? Um, ye- yeah. Okay. What is the new address? 6067 Nova Park Lane. Okay, I didn't hear the beginning of that. I got 6067... What's the name of the street? Nova, Nova Park Lane. Can you spell that for me? N-O-V-A space P-A-R-K space L-A-N-E. All right. The city, state and zip code? Hilliard, um, Ohio 43026. Okay. Phone number, is it still 614-584-4517? Correct. Email is robmcgormley@gmail.com? Correct. Okay. I'm going to go ahead and update your address in all of our systems. And then, um, I can try and look up a copy of... Like, a digital copy of your ID card and send it to your email if you'd like. Yeah. Um, y- 'cause the old house we still technically have. We're going to have it until... Well, until we sell it, but 'til, like, repairs are done to it. So if one's on its way and it lands there, you know, you know, we're probably not going to put it on the market until, like, June. So- Oh, okay. Um, but- Yeah. But I had a- I was- Go a- Sorry, go ahead. Yeah. I was just going to say, I mean, your coverage became active last week, so I would assume it's going to be sent to the, the address we had on file. Okay. Mm-hmm. But if you'd like- We can try. ... I can still email you a digital copy. Um, that would be perfect. Um, do I still have two people attached to the, to my account? Yes. I see you have the MEC TelRx for you and your family, so I have Hannah and Robert as dependents. Yes. Perfect. All righty. Give me just a few seconds. Let me look up your ID card, and I will be right back. All right. All righty. Thank you so much for holding. So I just sent that to your email address. All right. Was there anything else you might need help with? Nope. That's all. Thank you. All righty. You have a wonderful day. All right. You too. Thank you. Bye-bye. All right. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hi, Victoria. This is Robert McGormley. Um, I'm just trying to call in regards of trying to figure out when my, um, insurance cards are arriving.

Speaker speaker\_0: Okay. Um, I know it typically takes about seven to 10 business days once the coverage becomes active. Um, let me pull up your file to see if your coverage is active. What's the name of the agency you work for?

Speaker speaker\_1: Um, TRC Talent Solutions.

Speaker speaker\_0: Okay. And the last four digits of your social?

Speaker speaker\_1: 0304.

Speaker speaker\_0: All right, and do you mind verifying your address and date of birth?

Speaker speaker\_1: Um, address, I believe, is still 1037 Cloverdale Drive. I don't think I switched it to... 'Cause we're moving from there. And my date of birth is 11/03/1998.

Speaker speaker\_0: Okay. So the address does need to be updated for you?

Speaker speaker\_1: Um, ye- yeah.

Speaker speaker\_0: Okay. What is the new address?

Speaker speaker\_1: 6067 Nova Park Lane.

Speaker speaker\_0: Okay, I didn't hear the beginning of that. I got 6067... What's the name of the street?

Speaker speaker\_1: Nova, Nova Park Lane.

Speaker speaker\_0: Can you spell that for me?

Speaker speaker\_1: N-O-V-A space P-A-R-K space L-A-N-E.

Speaker speaker\_0: All right. The city, state and zip code?

Speaker speaker\_1: Hilliard, um, Ohio 43026.

Speaker speaker\_0: Okay. Phone number, is it still 614-584-4517?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Email is robmcgormley@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. I'm going to go ahead and update your address in all of our systems. And then, um, I can try and look up a copy of... Like, a digital copy of your ID card and send it to your email if you'd like.

Speaker speaker\_1: Yeah. Um, y- 'cause the old house we still technically have. We're going to have it until... Well, until we sell it, but 'til, like, repairs are done to it. So if one's on its way and it lands there, you know, you know, we're probably not going to put it on the market until,

like, June. So-

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: Um, but-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: But I had a-

Speaker speaker\_0: I was-

Speaker speaker\_1: Go a- Sorry, go ahead.

Speaker speaker\_0: Yeah. I was just going to say, I mean, your coverage became active last week, so I would assume it's going to be sent to the, the address we had on file.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Mm-hmm. But if you'd like-

Speaker speaker\_1: We can try.

Speaker speaker\_0: ... I can still email you a digital copy.

Speaker speaker\_1: Um, that would be perfect. Um, do I still have two people attached to the, to my account?

Speaker speaker\_0: Yes. I see you have the MEC TelRx for you and your family, so I have Hannah and Robert as dependents.

Speaker speaker\_1: Yes. Perfect.

Speaker speaker\_0: All righty. Give me just a few seconds. Let me look up your ID card, and I will be right back.

Speaker speaker\_1: All right.

Speaker speaker\_0: All righty. Thank you so much for holding. So I just sent that to your email address.

Speaker speaker\_1: All right.

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

Speaker speaker\_1: Nope. That's all. Thank you.

Speaker speaker\_0: All righty. You have a wonderful day.

Speaker speaker\_1: All right. You too.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: All right. Bye-bye.