

Transcript: VICTORIA

Taylor-6517567263260672-6298541597573120

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Um, yes, my name is Samuel Blackburn and I'm an employee through WorkSource. And I still do not have my benefits card, and I don't know if that's due to the fact that maybe I'll send it and the place I was, I moved out too quick 'cause it was a homeless shelter. Okay. Uh, let me pull up your file. But, but I am gonna need those cards 'cause, uh, or have them emailed to me or something. Okay. Let me pull up your file. What's the last four of your Social? 9377. All right. And then if you'll verify your current mailing address and date of birth. Um, date of birth is 1/2/78. I'm not sure the last, uh, address I left y'all. It could've been 301 Southeast Street, Fort Smith, Arkansas or it could've been 5715 Talson. Okay. So I actually don't have either of those. I have 1105 South 10th Street in Fort Smith, Arkansas. 1105 South 10th. Is that- I don't know. Go ahead. Is that not your... So I'm assuming this is not a current address. What, what does it need to be updated to? It needs to be 18373 Sebo Lane, that's S-E-B-O. So that's 18373 Sebo Lane, Spiro, Oklahoma 74959. All right. So 18373 S-E-B-O Lane? Yes. Okay. And then let's see, ZIP code is 74959? That's correct. All right, I will go ahead and change that. All right. Phone number is 479-222-9106? Yes. And then email is just gonna be samuelgblackburn@gmail.com? Correct. Okay. Let me go ahead and get your, um, address updated in all of our systems so I can request copies to be mailed to you there, and then I'll also look up, uh, digital copies for you to use in the meantime. All right. Sounds good. Yes, sir. I will be right back. All right. Alrighty, thank you so much for holding. Um, so just to confirm, your employer is The WorkSource, correct? Hello? Yeah, I'm here. Yes, sir. Just to confirm, the name of the agency you're working through is The WorkSource? Yes. Okay. Um, so I am sending those ID cards to your email address. You should get ch- them in a few seconds. All right. And then, also working on updating all your, your address on all of our systems and requesting new copies to be mailed. Just allow seven to 10 business days to get the copies in the mail. Okay. Sounds good. Is there anything else you might need help with? Uh, not today. I appreciate everything you did. Yes, sir. You have a wonderful day. All right. You too, as well. Bye bye. 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: Um, yes, my name is Samuel Blackburn and I'm an employee through WorkSource. And I still do not have my benefits card, and I don't know if that's due to the fact

that maybe I'll send it and the place I was, I moved out too quick 'cause it was a homeless shelter.

Speaker speaker_0: Okay. Uh, let me pull up your file.

Speaker speaker_1: But, but I am gonna need those cards 'cause, uh, or have them emailed to me or something.

Speaker speaker_0: Okay. Let me pull up your file. What's the last four of your Social?

Speaker speaker_1: 9377.

Speaker speaker_0: All right. And then if you'll verify your current mailing address and date of birth.

Speaker speaker_1: Um, date of birth is 1/2/78. I'm not sure the last, uh, address I left y'all. It could've been 301 Southeast Street, Fort Smith, Arkansas or it could've been 5715 Talson.

Speaker speaker_0: Okay. So I actually don't have either of those. I have 1105 South 10th Street in Fort Smith, Arkansas.

Speaker speaker_1: 1105 South 10th.

Speaker speaker_0: Is that-

Speaker speaker_1: I don't know. Go ahead.

Speaker speaker_0: Is that not your... So I'm assuming this is not a current address. What, what does it need to be updated to?

Speaker speaker_1: It needs to be 18373 Sebo Lane, that's S-E-B-O. So that's 18373 Sebo Lane, Spiro, Oklahoma 74959.

Speaker speaker_0: All right. So 18373 S-E-B-O Lane?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then let's see, ZIP code is 74959?

Speaker speaker_1: That's correct.

Speaker speaker_0: All right, I will go ahead and change that.

Speaker speaker_1: All right.

Speaker speaker_0: Phone number is 479-222-9106?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is just gonna be samuelgblackburn@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Let me go ahead and get your, um, address updated in all of our systems so I can request copies to be mailed to you there, and then I'll also look up, uh, digital

copies for you to use in the meantime.

Speaker speaker_1: All right. Sounds good.

Speaker speaker_0: Yes, sir. I will be right back.

Speaker speaker_1: All right.

Speaker speaker_0: Alrighty, thank you so much for holding. Um, so just to confirm, your employer is The WorkSource, correct? Hello?

Speaker speaker_2: Yeah, I'm here.

Speaker speaker_0: Yes, sir. Just to confirm, the name of the agency you're working through is The WorkSource?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. Um, so I am sending those ID cards to your email address. You should get ch- them in a few seconds.

Speaker speaker_2: All right.

Speaker speaker_0: And then, also working on updating all your, your address on all of our systems and requesting new copies to be mailed. Just allow seven to 10 business days to get the copies in the mail.

Speaker speaker_2: Okay. Sounds good.

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

Speaker speaker_2: Uh, not today. I appreciate everything you did.

Speaker speaker_0: Yes, sir. You have a wonderful day.

Speaker speaker_2: All right. You too, as well. Bye bye.

Speaker speaker_0: Thank you. Bye bye.