

Transcript: VICTORIA

Taylor-6543191645536256-5958840071405568

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? This is Steven Jones. Can you hear me? Yes, I can hear you. How can I help you? Uh, this is Steven Jones. I was just, I was... I didn't get a card or key. Can I receive my card? My... Okay, I'm sorry. Did you say you haven't received your ID card yet? No. Hello? Hold on. I have it. No. Okay. What's the name of your employer? Uh, Hamilton, Hamilton Michael. Gotcha. And the last four of your social? 5361. I'm sorry, the phone's breaking up. 5361. Okay. So is that 5361? It's not. And your first and last name again? Steven Jones, 3010 S. All right. Do you mind verifying your address and date of birth? 313 North Franklin, Aberdeen, Mississippi. Can you hear me? Yes, I can hear you. What's your date of birth, sir? August the 14th, 1972. And that phone number is the same phone number you're calling from? Yes, ma'am. Okay. And then email is D-O-N step 49 at gmail.com? Uh, 369, not 49, 369. Okay, 369 at gmail. Is that right? It's mine. Okay. So I don't see that you're currently enrolled into anything. It looks like you only had coverage the first week of, um, December. It's rolled over to COBRA. Oh, shit. Okay. Is there someone... So unfortunately, you're not currently enrolled into anything. Okay. Was there anything else you needed help with today? No, thank you. All righty. You have a wonderful day.

Conversation Format

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

Speaker speaker_1: This is Steven Jones. Can you hear me?

Speaker speaker_0: Yes, I can hear you. How can I help you?

Speaker speaker_1: Uh, this is Steven Jones. I was just, I was... I didn't get a card or key. Can I receive my card? My...

Speaker speaker_0: Okay, I'm sorry. Did you say you haven't received your ID card yet?

Speaker speaker_1: No.

Speaker speaker_0: Hello?

Speaker speaker_1: Hold on. I have it. No.

Speaker speaker_0: Okay. What's the name of your employer?

Speaker speaker_1: Uh, Hamilton, Hamilton Michael.

Speaker speaker_0: Gotcha. And the last four of your social?

Speaker speaker_1: 5361.

Speaker speaker_0: I'm sorry, the phone's breaking up.

Speaker speaker_1: 5361.

Speaker speaker_0: Okay. So is that 5361?

Speaker speaker_1: It's not.

Speaker speaker_0: And your first and last name again?

Speaker speaker_1: Steven Jones, 3010 S.

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

Speaker speaker_1: 313 North Franklin, Aberdeen, Mississippi. Can you hear me?

Speaker speaker_0: Yes, I can hear you. What's your date of birth, sir?

Speaker speaker_1: August the 14th, 1972.

Speaker speaker_0: And that phone number is the same phone number you're calling from?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then email is D-O-N step 49 at gmail.com?

Speaker speaker_1: Uh, 369, not 49, 369.

Speaker speaker_0: Okay, 369 at gmail. Is that right?

Speaker speaker_1: It's mine.

Speaker speaker_0: Okay. So I don't see that you're currently enrolled into anything. It looks like you only had coverage the first week of, um, December. It's rolled over to COBRA.

Speaker speaker_1: Oh, shit. Okay.

Speaker speaker_0: Is there someone... So unfortunately, you're not currently enrolled into anything.

Speaker speaker_1: Okay.

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

Speaker speaker_1: No, thank you.

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