

Transcript: VICTORIA

Taylor-6623615498108928-5137151207718912

Full Transcript

Thank you for calling Benefits Center Victoria. How can I help you? Hi. Uh, I'm, I'm a new member to this through Creative Circle and I believe I have enrolled with this insurance. Uh, but I haven't received a card or anything. But it looks like it's active online on the website. I was hoping to do like some eye prescription appointments and glasses. And I wasn't sure if like this was all active or not. I was hoping that you might be able to help point me in the right direction or be able to find like a card information. Okay. For coverage. What is the last four of your Social? 1805. And your first and last name? Nicholas Shelton. Okay. Do you mind verifying your address and date of birth? So addresses should be 314 North Saint Andrews, Apartment 3, Los Angeles, California 90004. And then date of birth is 6/13/86. And phone number is 928-7275? Correct. And then email is nickshelton@gmail.com? Mm-hmm. Okay. Yes. Um, let me look up your ID cards. They should be coming to you soon. It looks like your coverage just became active last week. Um, so let me look those up really quick and I will be right back. Okay. Thank you. All righty. Thank you so much for holding. So I just sent that to your email. Oh, yeah. Just came through. Cool. And then, so I just reach out to these numbers to find what's in the network? Yeah. Or you can go onto the website. Either/or. Okay. I see that you also attached the ID card and stuff. Okay, cool. Well, thank you so much. I guess that's, that's it for now. Okay. Well, if you have any other questions, just give us a call back. But I hope you have a wonderful night. All right. Thanks so much. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Victoria. How can I help you?

Speaker speaker_1: Hi. Uh, I'm, I'm a new member to this through Creative Circle and I believe I have enrolled with this insurance. Uh, but I haven't received a card or anything. But it looks like it's active online on the website. I was hoping to do like some eye prescription appointments and glasses. And I wasn't sure if like this was all active or not. I was hoping that you might be able to help point me in the right direction or be able to find like a card information.

Speaker speaker_0: Okay.

Speaker speaker_1: For coverage.

Speaker speaker_0: What is the last four of your Social?

Speaker speaker_1: 1805.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Nicholas Shelton.

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

Speaker speaker_1: So addresses should be 314 North Saint Andrews, Apartment 3, Los Angeles, California 90004. And then date of birth is 6/13/86.

Speaker speaker_0: And phone number is 928-7275?

Speaker speaker_1: Correct.

Speaker speaker_0: And then email is nickshelton@gmail.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay.

Speaker speaker_1: Yes.

Speaker speaker_0: Um, let me look up your ID cards. They should be coming to you soon. It looks like your coverage just became active last week. Um, so let me look those up really quick and I will be right back.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: All righty. Thank you so much for holding. So I just sent that to your email.

Speaker speaker_1: Oh, yeah. Just came through. Cool. And then, so I just reach out to these numbers to find what's in the network?

Speaker speaker_0: Yeah. Or you can go onto the website. Either/or.

Speaker speaker_1: Okay. I see that you also attached the ID card and stuff. Okay, cool. Well, thank you so much. I guess that's, that's it for now.

Speaker speaker_0: Okay. Well, if you have any other questions, just give us a call back. But I hope you have a wonderful night.

Speaker speaker_1: All right. Thanks so much. You too.

Speaker speaker_0: Thank you. Bye-bye.