

Transcript: VICTORIA

Taylor-6744780688637952-5995276632899584

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, yeah. Excuse me, sorry. Something went down the wrong way. I was taking a drink. But anyways, I need to just remove my insurance coverage. I'll, I just wanna remove everything but the short term disability 'cause it's not, Medifund stuff doesn't cover what I need it to cover, so... And I know I just have the basic, but I just need to remove some stuff. My name's Timothy Mills. Okay. Uh, what's the name of the agency you work for? MAU. Okay. And the last four of your Social? 9444. Okay. Do you mind verifying, uh, your date of birth and address? 11/09/1980, 200 Old Boiling Springs Road, Greer, South Carolina 29650. Okay, it looks like I have a Taylor's address. Does that need to be updated? No. Uh, do you have, um... Pinecroft Drive? No, I have 5 Durham Mast Court. Oh, no, no, no. That's right. I, see, because I, I just moved out and I really don't have an address. I, I called yesterday and changed it for some cards to be sent. That's my sister's house, so I gave a new address for those to be sent yesterday. Okay. Yeah, the address you have will have the- 5 Durham Mast Court. ... 5... Yeah, that's- Durham Mast. ... the one I have.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Uh, yeah. Excuse me, sorry. Something went down the wrong way. I was taking a drink. But anyways, I need to just remove my insurance coverage. I'll, I just wanna remove everything but the short term disability 'cause it's not, Medifund stuff doesn't cover what I need it to cover, so... And I know I just have the basic, but I just need to remove some stuff. My name's Timothy Mills.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: MAU.

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_2: 9444.

Speaker speaker_1: Okay. Do you mind verifying, uh, your date of birth and address?

Speaker speaker_2: 11/09/1980, 200 Old Boiling Springs Road, Greer, South Carolina 29650.

Speaker speaker_1: Okay, it looks like I have a Taylor's address. Does that need to be updated?

Speaker speaker_2: No. Uh, do you have, um... Pinecroft Drive?

Speaker speaker_1: No, I have 5 Durham Mast Court.

Speaker speaker_2: Oh, no, no, no. That's right. I, see, because I, I just moved out and I really don't have an address. I, I called yesterday and changed it for some cards to be sent. That's my sister's house, so I gave a new address for those to be sent yesterday.

Speaker speaker_1: Okay. Yeah, the address you have will have the-

Speaker speaker_2: 5 Durham Mast Court.

Speaker speaker_1: ... 5... Yeah, that's-

Speaker speaker_2: Durham Mast.

Speaker speaker_1: ... the one I have.