

## **Transcript: Estefania**

**Acevedo-5572365432176640-6260854219915264**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling VSP. To continue, you'll need to provide the member's ID number, the last four digits of their Social Security number and date of birth or the authorization number. If you don't have this information, just give us a call when you have it. Three, two. Please enter your office phone number, area code first. Okay. We were able to locate your office. To access information by a member ID, press one, by the last four digits of a Social Security num-. Enter the member's ID number followed by the pound sign. If the ID has both numbers and letters, press nine now. So we... I'm not sure. Depends on your stuff. Our records show this member is Samantha Nash. If that's correct, press one. If not, press two. Enter the member's ID number followed by the pound sign. If the ID has both numbers and letters, press nine now. All right, there's gonna be a number on the back that says... Our records show this member is Cindy Lucas. If that's correct, press one. If not, press two. A- Enter the member's ID number followed by the pound sign. If the ID has both num-. Your payment is covered at 100%. First six months, no honest to infinite distractions. Our records show this member is Samantha Nash. If that's correct, press one. If not, press two. And things like brown- Our records show this member is Samantha Nash. If that's correct, press one. If-

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling VSP. To continue, you'll need to provide the member's ID number, the last four digits of their Social Security number and date of birth or the authorization number. If you don't have this information, just give us a call when you have it.

Speaker speaker\_2: Three, two.

Speaker speaker\_1: Please enter your office phone number, area code first. Okay. We were able to locate your office. To access information by a member ID, press one, by the last four digits of a Social Security num-. Enter the member's ID number followed by the pound sign. If the ID has both numbers and letters, press nine now.

Speaker speaker\_3: So we...

Speaker speaker\_0: I'm not sure. Depends on your stuff.

Speaker speaker\_1: Our records show this member is Samantha Nash. If that's correct, press one. If not, press two. Enter the member's ID number followed by the pound sign. If the ID has both numbers and letters, press nine now.

Speaker speaker\_2: All right, there's gonna be a number on the back that says...

Speaker speaker\_1: Our records show this member is Cindy Lucas. If that's correct, press one. If not, press two. A- Enter the member's ID number followed by the pound sign. If the ID has both num-.

Speaker speaker\_2: Your payment is covered at 100%. First six months, no honest to infinite distractions.

Speaker speaker\_1: Our records show this member is Samantha Nash. If that's correct, press one. If not, press two.

Speaker speaker\_2: And things like brown-

Speaker speaker\_1: Our records show this member is Samantha Nash. If that's correct, press one. If-