

## **Transcript: Estefania**

**Acevedo-6736519696138240-5613655660085248**

### **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... 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 s-... Enter the member's ID number, followed by the pound sign. If the ID has both numbers and letters... We couldn't find information under the ID number 227-414-080. If that's correct, press one. To re-enter it, press two. Enter the member's ID number, followed by the pound sign. If the ID has both numbers and letters, press nine... We couldn't find information under the ID number 227-414-080. If that's correct, press one. Okay. To re-enter it, press two.

### **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...

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 s-... Enter the member's ID number, followed by the pound sign. If the ID has both numbers and letters... We couldn't find information under the ID number 227-414-080. If that's correct, press one. To re-enter it, press two. Enter the member's ID number, followed by the pound sign. If the ID has both numbers and letters, press nine... We couldn't find information under the ID number 227-414-080. If that's correct, press one.

Speaker speaker\_3: Okay.

Speaker speaker\_1: To re-enter it, press two.