

Transcript: Justin

Mills-5010694732169216-4981125090295808

Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi, this is Carolyn Calhoun, and I got a message from someone named Victoria. Um, yeah, was there a voicemail left by any chance? Yeah, she wanted d- uh, she wanted to make sure that my address is correct on you guys', uh, side because, uh, apparently she tried to mail me my vision card and it came back to y'all. Okay. Um, yeah, let me try updating that for you. What's that staffing agency you work for? I work for Crown. And the last four of your social? 4701. And for security purposes, could you verify the home address, including city, state and zip code, Ms. Calhoun? Yes. It's 3814 Bahama Drive, Hopkinsville, Kentucky 42240. Um, looks like I have an old address on file. Okay. Can you confirm that address for me? I'm not real sure what it would be. Was it Gracie? Yes. Looks like, uh, Gracie, Kentucky. Yeah. Uh, uh, rented a house there. I've bought a home in Hopkinsville. No worries. Confirm your date of birth for me. 07/04/'69. Okay. Let's see here. And what's the new mailing address so I can go ahead and update it? It is 3814 Bahama Drive, Hopkinsville, Kentucky 42240. And just to confirm, 3814 Bahama Drive, Hopkinsville, Kentucky 42240? Yes, sir. Okay. So I went ahead and updated it in our system. So I'll go ahead and- Okay. ... let Victoria know that the address was updated and you will receive your Vision IT card, okay? That's awesome. Thank you so much. You're welcome. You have a great weekend, okay? You too. Bye-bye. Thanks. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, this is Carolyn Calhoun, and I got a message from someone named Victoria.

Speaker speaker_0: Um, yeah, was there a voicemail left by any chance?

Speaker speaker_1: Yeah, she wanted d- uh, she wanted to make sure that my address is correct on you guys', uh, side because, uh, apparently she tried to mail me my vision card and it came back to y'all.

Speaker speaker_0: Okay. Um, yeah, let me try updating that for you. What's that staffing agency you work for?

Speaker speaker_1: I work for Crown.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 4701.

Speaker speaker_0: And for security purposes, could you verify the home address, including city, state and zip code, Ms. Calhoun?

Speaker speaker_1: Yes. It's 3814 Bahama Drive, Hopkinsville, Kentucky 42240.

Speaker speaker_0: Um, looks like I have an old address on file.

Speaker speaker_1: Okay.

Speaker speaker_0: Can you confirm that address for me?

Speaker speaker_1: I'm not real sure what it would be. Was it Gracie?

Speaker speaker_0: Yes. Looks like, uh, Gracie, Kentucky.

Speaker speaker_1: Yeah. Uh, uh, rented a house there. I've bought a home in Hopkinsville.

Speaker speaker_0: No worries. Confirm your date of birth for me.

Speaker speaker_1: 07/04/'69.

Speaker speaker_0: Okay. Let's see here. And what's the new mailing address so I can go ahead and update it?

Speaker speaker_1: It is 3814 Bahama Drive, Hopkinsville, Kentucky 42240.

Speaker speaker_0: And just to confirm, 3814 Bahama Drive, Hopkinsville, Kentucky 42240?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. So I went ahead and updated it in our system. So I'll go ahead and-

Speaker speaker_1: Okay.

Speaker speaker_0: ... let Victoria know that the address was updated and you will receive your Vision IT card, okay?

Speaker speaker_1: That's awesome. Thank you so much.

Speaker speaker_0: You're welcome. You have a great weekend, okay?

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Thanks. Bye-bye.