

Transcript: VICTORIA

Taylor-4558424834523136-4722115634741248

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? Hi, Victoria. Um, my name is Mary Katherine Newman, and I was calling because, um, I was given this number from, um, the staffing agency that I got my job through. And they couldn't really give me much information about my insurance policy, and then they just told me to call this number so I could just know what it is or know anything about it. Okay. Uh, what's the name of the agency you work for? Um, the staffing company is, um, Wagner Staffing Solutions, I think, or Wagner Staffing in Gainesville, Georgia. And the last four? Okay. The last four of your Social? M-5-9-9-1. And, uh, your first and last name. Mary Katherine Newman. Okay. Do you mind verifying your address and date of birth? Yes. My address is, um, 2110 Memorial Park Drive, and that's in Gainesville, Georgia, 30504. And then, um, my birthday is September 15th of 1995. Okay. Phone number 713-817-2420? Yes, ma'am. And then email's gonna be marykatherine.newman95@gmail.com? Correct. Okay. So you just need a copy of your ID card. Yes. Yes, ma'am. Just a copy of my ID card, 'cause I pay for it. I think they take out like \$14 a month or a week through my check, so I just needed an ID card or something so I can... if I need to go to the doctor or whatever. Okay. Um, so it looks like your coverage just became active on the 9th of December. You should get a physical copy in the mail soon, but I can look up a digital copy and email it to you real quick. Oh, perfect. Okay. Thank you so much. I would really appreciate that. Yes, ma'am. Give me just a few moments. I'll be right back. Okay. All righty. Thank you so much for holding. So I just sent that to your email. Perfect. Yeah, I got it. Thank you so much. That was easy. Yes, ma'am. Did you need help with anything else? No, ma'am. I think that's it. Thank you so much. Have a great day. You too. Bye. Bye-bye.

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: Hi, Victoria. Um, my name is Mary Katherine Newman, and I was calling because, um, I was given this number from, um, the staffing agency that I got my job through. And they couldn't really give me much information about my insurance policy, and then they just told me to call this number so I could just know what it is or know anything about it.

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

Speaker speaker_2: Um, the staffing company is, um, Wagner Staffing Solutions, I think, or Wagner Staffing in Gainesville, Georgia.

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

Speaker speaker_2: M-5-9-9-1.

Speaker speaker_1: And, uh, your first and last name.

Speaker speaker_2: Mary Katherine Newman.

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

Speaker speaker_2: Yes. My address is, um, 2110 Memorial Park Drive, and that's in Gainesville, Georgia, 30504. And then, um, my birthday is September 15th of 1995.

Speaker speaker_1: Okay. Phone number 713-817-2420?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email's gonna be marykatherine.newman95@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. So you just need a copy of your ID card.

Speaker speaker_2: Yes. Yes, ma'am. Just a copy of my ID card, 'cause I pay for it. I think they take out like \$14 a month or a week through my check, so I just needed an ID card or something so I can... if I need to go to the doctor or whatever.

Speaker speaker_1: Okay. Um, so it looks like your coverage just became active on the 9th of December. You should get a physical copy in the mail soon, but I can look up a digital copy and email it to you real quick.

Speaker speaker_2: Oh, perfect. Okay. Thank you so much. I would really appreciate that.

Speaker speaker_1: Yes, ma'am. Give me just a few moments. I'll be right back.

Speaker speaker_2: Okay.

Speaker speaker_1: All righty. Thank you so much for holding. So I just sent that to your email.

Speaker speaker_2: Perfect. Yeah, I got it. Thank you so much. That was easy.

Speaker speaker_1: Yes, ma'am. Did you need help with anything else?

Speaker speaker_2: No, ma'am. I think that's it. Thank you so much. Have a great day.

Speaker speaker_1: You too.

Speaker speaker_2: Bye.

Speaker speaker_1: Bye-bye.