

## **Transcript: VICTORIA**

**Taylor-4744350667685888-4804182582018048**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, is this Junior Jean? Hello? Hey, is this Junior Jean? Uh, yes. Hey, this is Victoria with Benefit Center Card. We administer the, uh, medical insurance through Surge. Surge? Yeah, Surge Staffing. Yes. Hey, so it looks like you were enrolled into one of the medical plans that they offer and we tried to send you the ID card for it but, uh, we got a, um, it was returned back to us, so I just wanted to verify your current address. Okay. What would be a good address to send that to? 821 Arrowhead Drive, eh, Apartment B, Apartment B. Apartment B as in boy, or apartment D as in dog? Hello? Is it apartment B as in boy, or apartment D as in dog? Apartment D. Apartment D as in dog? Arrowhead, Arrowhead Drive, apart... Apartment D. Okay, just to make sure I'm understanding, I have 821 Arrowhead Drive, Apartment D as in dog. Yeah. Okay. What's the city, state and zip code? Say it again. The city, state and zip code. Uh, four... Four, uh... Four- four, five, three, six, uh, um, five. 45365? Yes. The city and state? Hello? What is the city and the state? Hello? Hello? Okay. Yes, sir. I'm here. What is the city? Is that Sidney, Ohio? Yeah, Sidney, Ohio. Okay. Alrighty. That is all I needed to verify for you, or with you. Say it again? I don't- That's all I needed, sir. I don't hear you. I don't h- I don't hear you. Okay. There- there must be some background noise. Again, that is- that's all that I needed to verify with you. Oh, okay. Alrighty. I will have this re-sent to your address. You have a wonderful day. Okay. Thank you. Bye-bye. Okay.

### **Conversation Format**

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

Speaker speaker\_1: Hey, is this Junior Jean?

Speaker speaker\_2: Hello?

Speaker speaker\_1: Hey, is this Junior Jean?

Speaker speaker\_2: Uh, yes.

Speaker speaker\_1: Hey, this is Victoria with Benefit Center Card. We administer the, uh, medical insurance through Surge.

Speaker speaker\_2: Surge?

Speaker speaker\_1: Yeah, Surge Staffing.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Hey, so it looks like you were enrolled into one of the medical plans that they offer and we tried to send you the ID card for it but, uh, we got a, um, it was returned back to us, so I just wanted to verify your current address.

Speaker speaker\_2: Okay.

Speaker speaker\_1: What would be a good address to send that to?

Speaker speaker\_2: 821 Arrowhead Drive, eh, Apartment B, Apartment B.

Speaker speaker\_1: Apartment B as in boy, or apartment D as in dog?

Speaker speaker\_2: Hello?

Speaker speaker\_1: Is it apartment B as in boy, or apartment D as in dog?

Speaker speaker\_2: Apartment D.

Speaker speaker\_1: Apartment D as in dog?

Speaker speaker\_2: Arrowhead, Arrowhead Drive, apart... Apartment D.

Speaker speaker\_1: Okay, just to make sure I'm understanding, I have 821 Arrowhead Drive, Apartment D as in dog.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. What's the city, state and zip code?

Speaker speaker\_2: Say it again.

Speaker speaker\_1: The city, state and zip code.

Speaker speaker\_2: Uh, four... Four, uh... Four- four, five, three, six, uh, um, five.

Speaker speaker\_1: 45365?

Speaker speaker\_2: Yes.

Speaker speaker\_1: The city and state?

Speaker speaker\_2: Hello?

Speaker speaker\_1: What is the city and the state?

Speaker speaker\_2: Hello? Hello?

Speaker speaker\_1: Okay. Yes, sir. I'm here. What is the city? Is that Sidney, Ohio?

Speaker speaker\_2: Yeah, Sidney, Ohio.

Speaker speaker\_1: Okay. Alrighty. That is all I needed to verify for you, or with you.

Speaker speaker\_2: Say it again? I don't-

Speaker speaker\_1: That's all I needed, sir.

Speaker speaker\_2: I don't hear you. I don't h- I don't hear you.

Speaker speaker\_1: Okay. There- there must be some background noise. Again, that is- that's all that I needed to verify with you.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Alrighty. I will have this re-sent to your address. You have a wonderful day.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Okay.