

Transcript: VICTORIA

Taylor-4768821477851136-6112226044755968

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... Victoria. How can I help you? Uh, yes, ma'am. My name's Perry Piercey. I had a missed call from this number. Oh, okay. Um, do you happen to work through like a staffing or a temp agency? Uh, yes, ma'am. I work through ISS. Okay. Let me pull up your file and see what's goin' on. Um, what's the last four of your social? 6521. And your first... Sorry, what? Your first and last name? Perry Piercey. Okay. Do you mind verifying your address and date of birth? 406 Fortner Drive in Princeton, Kentucky. And my birthday is 06/19/2001. Phone number 270-599-9789? Yes, ma'am. And then email is gonna be last name, first initial, then number eight at gmail.com? Yes, ma'am. Okay. Looks like we were just calling to verify your address. Uh, for some reason, the ID card was sent back to us. Um, so is it 406 Frontner Drive in Princeton, uh, Kentucky 42445? Uh, yes, ma'am. It's Fortner. I don't... I don't know if it's, uh, spelled properly. It's F-O-R-T-N-E-R. Okay. F-O-R-T-N-E-R? Yes, ma'am. Okay. That's what we have. Is there like an apartment number or anything? Uh, no, ma'am. I do know one of our neighbors- Oh, okay. ... occasionally gets some of our mail. Hmm. Okay. Yeah, I'm not sure why it won't go through, but I will make a note that that is your address and see if we can resend it. All right. Thank you. Yes, sir. Um, in the meantime, do you need like digital copies of your ID cards? Uh, no, ma'am. I can wait. Okay. Alrighty. Well, if you do, uh, just give us a call back. We should be able to look 'em up and email you copies. All right. Thank you. You're welcome. 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 ... Victoria. How can I help you?

Speaker speaker_2: Uh, yes, ma'am. My name's Perry Piercey. I had a missed call from this number.

Speaker speaker_1: Oh, okay. Um, do you happen to work through like a staffing or a temp agency?

Speaker speaker_2: Uh, yes, ma'am. I work through ISS.

Speaker speaker_1: Okay. Let me pull up your file and see what's goin' on. Um, what's the last four of your social?

Speaker speaker_2: 6521.

Speaker speaker_1: And your first...

Speaker speaker_2: Sorry, what?

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Perry Piercey.

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

Speaker speaker_2: 406 Fortner Drive in Princeton, Kentucky. And my birthday is 06/19/2001.

Speaker speaker_1: Phone number 270-599-9789?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is gonna be last name, first initial, then number eight at gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Looks like we were just calling to verify your address. Uh, for some reason, the ID card was sent back to us. Um, so is it 406 Frontner Drive in Princeton, uh, Kentucky 42445?

Speaker speaker_2: Uh, yes, ma'am. It's Fortner. I don't... I don't know if it's, uh, spelled properly. It's F-O-R-T-N-E-R.

Speaker speaker_1: Okay. F-O-R-T-N-E-R?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. That's what we have. Is there like an apartment number or anything?

Speaker speaker_2: Uh, no, ma'am. I do know one of our neighbors-

Speaker speaker_1: Oh, okay.

Speaker speaker_2: ... occasionally gets some of our mail.

Speaker speaker_1: Hmm. Okay. Yeah, I'm not sure why it won't go through, but I will make a note that that is your address and see if we can resend it.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Yes, sir. Um, in the meantime, do you need like digital copies of your ID cards?

Speaker speaker_2: Uh, no, ma'am. I can wait.

Speaker speaker_1: Okay. Alrighty. Well, if you do, uh, just give us a call back. We should be able to look 'em up and email you copies.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.