

Transcript: VICTORIA

Taylor-4815734527672320-6350320520839168

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, this is Steven Eckholm. I'm just calling 'cause I made a mistake on, uh, my benefits when I was enrolling it. Okay. Um, let me pull up your file. What's the name of the agency you work for? Workforce Strategy. Okay. Um... And the last four of your social? Sure. 9810. And I'm sorry, your first and last name again? Sure. Steven Eckholm. Okay, perfect. Uh, do you mind verifying your address and date of birth? Sure. Date of birth is 8/2/81. My address is 120 Moral Street, Lawton, Michigan, 49065. And then phone number 231-299-4553? That is correct. Yes. And then email is steven_08@... um, I- Yes. ... i-n u xmail.org? Uh, it was. I no longer have that. Okay. You also have a Gmail. Is it Steven- Yep. ... uh, and then eck2013 at gmail? That's correct. That's the only one I have now. Okay. All right. So currently, I do see that you're enrolled into just behavioral health for employee only. Yeah. Yep. Okay. That's the only thing I'm on. Yep. Oh, okay. Yeah. So it looks like that's all you're enrolled into. Was there anything else you might need help with? No, ma'am. All righty. You have a wonderful day. You too. Thank you very much. You're welcome. Mm-hmm. Bye-bye. Bye. Okay.

Conversation Format

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

Speaker speaker_1: Hi, this is Steven Eckholm. I'm just calling 'cause I made a mistake on, uh, my benefits when I was enrolling it.

Speaker speaker_0: Okay. Um, let me pull up your file. What's the name of the agency you work for?

Speaker speaker_1: Workforce Strategy.

Speaker speaker_0: Okay. Um... And the last four of your social?

Speaker speaker_1: Sure. 9810.

Speaker speaker_0: And I'm sorry, your first and last name again?

Speaker speaker_1: Sure. Steven Eckholm.

Speaker speaker_0: Okay, perfect. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: Sure. Date of birth is 8/2/81. My address is 120 Moral Street, Lawton, Michigan, 49065.

Speaker speaker_0: And then phone number 231-299-4553?

Speaker speaker_1: That is correct. Yes.

Speaker speaker_0: And then email is steven_08@... um, I-

Speaker speaker_1: Yes.

Speaker speaker_0: ... i-n u xmail.org?

Speaker speaker_1: Uh, it was. I no longer have that.

Speaker speaker_0: Okay. You also have a Gmail. Is it Steven-

Speaker speaker_1: Yep.

Speaker speaker_0: ... uh, and then eck2013 at gmail?

Speaker speaker_1: That's correct. That's the only one I have now.

Speaker speaker_0: Okay. All right. So currently, I do see that you're enrolled into just behavioral health for employee only.

Speaker speaker_1: Yeah. Yep. Okay. That's the only thing I'm on. Yep.

Speaker speaker_0: Oh, okay. Yeah. So it looks like that's all you're enrolled into. Was there anything else you might need help with?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: You too. Thank you very much.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Mm-hmm. Bye-bye.

Speaker speaker_0: Bye.

Speaker speaker_1: Okay.