

Transcript: VICTORIA

Taylor-5014273325056000-5580611437248512

Full Transcript

... copy of your insurance card, please. Thank you for calling Benefits On A Card. This is Victoria, how can I help you? Hey, Victoria. This is Edward, and, um, I need another copy of my, uh, ins- insurance- Insurance card? Yeah, my, uh, insurance card. Please. Please. Okay, what's the name of the agency you work for? Uh, Inno- Innovation- Innovative. Innovative Staff Solutions. All right, and the last four of your Social? Uh... 5133? Yeah, pl- yeah, 5133. All right, and your last name? Edwa- uh, Johnston. Gotcha, okay. Do you mind verifying your address and date of birth? Uh, 62214, uh, D1- It's 214 North Middle Street, Addyhill, 62214 in Illinois. Okay, and Edward, what is your date of birth? 11/19/1999. All right, phone number is 618-304-3874. Hello? Uh, I think that number has changed. Let me look it up again. Uh, it's the same phone number he's calling from. Is that a good phone number for you there? Oh, yeah, yeah, yeah, yeah. Yeah. I think he just slipped on the phone. We misunderstood. Okay, and Edward, is your email ej85945@gmail.com? Yes, yes. Okay, give me just a few seconds. I can look up your ID cards and I can email those to you. Perfect. Okay. All right, I'll be right back. What? Oh, okay. All right. All right. I don't... You might have All right, thank you so much for holding. So, I was able to download and send those ID cards to your email. Okay. Um, and- am I- that means I'm able to print those off then, or? Yes. Okay. Yeah, we do print them. Okay. Uh, okay, well, thank you. You're welcome. Have a good day. And, uh, yep, you too. Bye.

Conversation Format

Speaker speaker_0: ... copy of your insurance card, please.

Speaker speaker_1: Thank you for calling Benefits On A Card. This is Victoria, how can I help you?

Speaker speaker_2: Hey, Victoria. This is Edward, and, um, I need another copy of my, uh, ins- insurance-

Speaker speaker_1: Insurance card?

Speaker speaker_2: Yeah, my, uh, insurance card.

Speaker speaker_1: Please.

Speaker speaker_2: Please.

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

Speaker speaker_2: Uh, Inno- Innovation-

Speaker speaker_1: Innovative.

Speaker speaker_2: Innovative Staff Solutions.

Speaker speaker_1: All right, and the last four of your Social?

Speaker speaker_2: Uh...

Speaker speaker_1: 5133?

Speaker speaker_2: Yeah, pl- yeah, 5133.

Speaker speaker_1: All right, and your last name?

Speaker speaker_2: Edwa- uh, Johnston.

Speaker speaker_1: Gotcha, okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, 62214, uh, D1-

Speaker speaker_1: It's 214 North Middle Street, Addyhill, 62214 in Illinois. Okay, and Edward, what is your date of birth?

Speaker speaker_2: 11/19/1999.

Speaker speaker_1: All right, phone number is 618-304-3874.

Speaker speaker_2: Hello?

Speaker speaker_1: Uh, I think that number has changed. Let me look it up again. Uh, it's the same phone number he's calling from. Is that a good phone number for you there?

Speaker speaker_2: Oh, yeah, yeah, yeah, yeah. Yeah.

Speaker speaker_1: I think he just slipped on the phone. We misunderstood. Okay, and Edward, is your email ej85945@gmail.com?

Speaker speaker_2: Yes, yes.

Speaker speaker_1: Okay, give me just a few seconds. I can look up your ID cards and I can email those to you.

Speaker speaker_2: Perfect. Okay.

Speaker speaker_1: All right, I'll be right back.

Speaker speaker_2: What? Oh, okay. All right. All right. I don't...

Speaker speaker_1: You might have All right, thank you so much for holding. So, I was able to download and send those ID cards to your email.

Speaker speaker_2: Okay. Um, and- am I- that means I'm able to print those off then, or?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah, we do print them.

Speaker speaker_2: Okay. Uh, okay, well, thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: And, uh, yep, you too. Bye.