

Transcript: VICTORIA

Taylor-5127284255145984-4964176026976256

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? My name is Duskin Gontav. I need a- Hi there. ... I need a insurance card. Okay. What's the name of the agency you work through? Focus. I'm sorry, what is the name of the agency you work through? Focus. Okay, and the last four of your Social? Hello? Hello? Yes, what is the last four digits of your Social? Uh, give me a second. It... 33... 3376. Okay. Do you mind verifying your address and date of birth? My address is... Give me a second. 9022 East 39th Place. Apartment, Apartment 6. Okay, and that's in Indianapolis, Indiana, 46235? Hello? Yes, that's in Indianapolis, Indiana, 46235? Oh, I don't understand. The city, state and zip code. Oh, zip code. Check. This one. Hello? Can you contact me back? Okay, sir. Is the city Indianapolis, the state is Indiana- Yeah. ... and the zip code is- Yeah. ... 46235? For the, for the state... 2... 35. Okay, and what is your date of birth? Uh, February 23, 1996. Okay. Phone number is 772-274-3026. What? Your phone number, is it 772-274-3026? Yes, that's right. And your email is your first and last name75@gmail.com? Duskin Gontav Duskin Gontav75@gmail.com. Yes. Okay, sir. I just have to verify this information to make sure it's correct. Um, so I don't see that you're enrolled into anything currently. Are you wanting to enroll? Oh, I don't understand. You are not enrolled into any benefits at this time. Are you wanting to enroll?

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: My name is Duskin Gontav. I need a-

Speaker speaker_1: Hi there.

Speaker speaker_2: ... I need a insurance card.

Speaker speaker_1: Okay. What's the name of the agency you work through?

Speaker speaker_2: Focus.

Speaker speaker_1: I'm sorry, what is the name of the agency you work through?

Speaker speaker_2: Focus.

Speaker speaker_1: Okay, and the last four of your Social? Hello?

Speaker speaker_2: Hello?

Speaker speaker_1: Yes, what is the last four digits of your Social?

Speaker speaker_2: Uh, give me a second. It... 33... 3376.

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

Speaker speaker_2: My address is... Give me a second. 9022 East 39th Place. Apartment, Apartment 6.

Speaker speaker_1: Okay, and that's in Indianapolis, Indiana, 46235?

Speaker speaker_2: Hello?

Speaker speaker_1: Yes, that's in Indianapolis, Indiana, 46235?

Speaker speaker_2: Oh, I don't understand.

Speaker speaker_1: The city, state and zip code.

Speaker speaker_2: Oh, zip code. Check. This one. Hello? Can you contact me back?

Speaker speaker_1: Okay, sir. Is the city Indianapolis, the state is Indiana-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... and the zip code is-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... 46235?

Speaker speaker_2: For the, for the state... 2... 35.

Speaker speaker_1: Okay, and what is your date of birth?

Speaker speaker_2: Uh, February 23, 1996.

Speaker speaker_1: Okay. Phone number is 772-274-3026.

Speaker speaker_2: What?

Speaker speaker_1: Your phone number, is it 772-274-3026?

Speaker speaker_2: Yes, that's right.

Speaker speaker_1: And your email is your first and last name75@gmail.com?

Speaker speaker_2: Duskin Gontav Duskin Gontav75@gmail.com. Yes.

Speaker speaker_1: Okay, sir. I just have to verify this information to make sure it's correct. Um, so I don't see that you're enrolled into anything currently. Are you wanting to enroll?

Speaker speaker_2: Oh, I don't understand.

Speaker speaker_1: You are not enrolled into any benefits at this time. Are you wanting to enroll?