

Transcript: VICTORIA

Taylor-5163196358246400-5789416414429184

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello. How you doing today? Good. How are you? I'm doing good. I was just calling to ask you guys... I was hearing that there was a way I can get my insurance card. Okay. Um, I can look and see. What's the name of the agency you work for? Uh, SST. It's a high rent. It's, uh, Superior Steel Trades. Okay. And the last four of your Social? Uh, 7503. And your first and last name? Oston, O-S-T-O-N. Wicker, W-I-C-K-E-R. All right. Do you mind verifying your address and date of birth? Um, my address is 11400 Domain Drive, uh, Austin, Texas 78758. And my birthday is January 30th, 1998. Okay. Um, it looks like I have a different address on file. I have 5400 West Palm... Palmer Lane. Palmer Lane. Yes, ma'am. That was my last address. Okay. Let me update it. Give me one second. Just so I- This is 11... 11400 Domain Drive. Apartment number is 5416. I'm sorry. Apartment number 5416? Yes, ma'am. And that's still in Austin, the zip code is 78758? Yes, ma'am. Okay. And then phone number 470-547-5207? Yes, ma'am. And then email is just last name first name at gmail.com? Yes, ma'am. Okay. Give me just a few seconds. Let me look up your ID cards and update your address on all of our systems. And, um, I can send copies to your email and then I'll request physical copies as well. It might take just a few moments. That, that makes sense. I will be right back. Yes, ma'am. Okay, perfect. I'll be right back. Okay. All righty. Thank you so much for holding. I do apologize about the wait. Um- No, that's fine. So I went ahead and sent copies of all of your ID cards to that email that I have on file for you. Okay. And then I updated your address in all of our systems and made a request to have those mailed. It'll take about 7 to 10 business days to get the physical copies. Okay. All right. Yes, ma'am. That's fine. All righty. Did you need help with anything else today? No, ma'am. That's, that's all. Well, I have one question. Mm-hmm. Um, is there a way I could find out, uh, like if it's a specific dentist or something that they'll allow my insurance? Yeah. So actually in the email that I sent you, um, in the body of the email, there's, um, instructions on how to provide, um, or I'm sorry, how to find providers for medical, dental, and vision. I listed a, a web address for all of those or a phone number that you can call. Okay. Okay, thank you. You're welcome. You have a good day. Have a good day. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hello. How you doing today?

Speaker speaker_0: Good. How are you?

Speaker speaker_1: I'm doing good. I was just calling to ask you guys... I was hearing that there was a way I can get my insurance card.

Speaker speaker_0: Okay. Um, I can look and see. What's the name of the agency you work for?

Speaker speaker_1: Uh, SST. It's a high rent. It's, uh, Superior Steel Trades.

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

Speaker speaker_1: Uh, 7503.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Oston, O-S-T-O-N. Wicker, W-I-C-K-E-R.

Speaker speaker_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker_1: Um, my address is 11400 Domain Drive, uh, Austin, Texas 78758. And my birthday is January 30th, 1998.

Speaker speaker_0: Okay. Um, it looks like I have a different address on file. I have 5400 West Palm... Palmer Lane.

Speaker speaker_1: Palmer Lane. Yes, ma'am. That was my last address.

Speaker speaker_0: Okay. Let me update it. Give me one second.

Speaker speaker_1: Just so I-

Speaker speaker_0: This is 11...

Speaker speaker_1: 11400 Domain Drive. Apartment number is 5416. I'm sorry.

Speaker speaker_0: Apartment number 5416?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And that's still in Austin, the zip code is 78758?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then phone number 470-547-5207?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is just last name first name at gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Give me just a few seconds. Let me look up your ID cards and update your address on all of our systems. And, um, I can send copies to your email and then I'll request physical copies as well. It might take just a few moments.

Speaker speaker_1: That, that makes sense.

Speaker speaker_0: I will be right back.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, perfect. I'll be right back.

Speaker speaker_1: Okay.

Speaker speaker_0: All righty. Thank you so much for holding. I do apologize about the wait. Um-

Speaker speaker_1: No, that's fine.

Speaker speaker_0: So I went ahead and sent copies of all of your ID cards to that email that I have on file for you.

Speaker speaker_1: Okay.

Speaker speaker_0: And then I updated your address in all of our systems and made a request to have those mailed. It'll take about 7 to 10 business days to get the physical copies.

Speaker speaker_1: Okay. All right. Yes, ma'am. That's fine.

Speaker speaker_0: All righty. Did you need help with anything else today?

Speaker speaker_1: No, ma'am. That's, that's all. Well, I have one question.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, is there a way I could find out, uh, like if it's a specific dentist or something that they'll allow my insurance?

Speaker speaker_0: Yeah. So actually in the email that I sent you, um, in the body of the email, there's, um, instructions on how to provide, um, or I'm sorry, how to find providers for medical, dental, and vision. I listed a, a web address for all of those or a phone number that you can call.

Speaker speaker_1: Okay. Okay, thank you.

Speaker speaker_0: You're welcome. You have a good day.

Speaker speaker_1: Have a good day. You too.

Speaker speaker_0: Thank you. Bye-bye.