

Transcript: VICTORIA

Taylor-5169648829415424-5232511044501504

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? Hey, Victoria. I just was calling to, to see if I could get my, um, what is it, my member number or something. I just wanna, um... I'm at the dentist and I want them... I guess, to have something, you know, to state that I have insurance. Okay. What's the name of the agency you work for? Um, um, AF... Well, MAU. And the last four of your Social? Uh, 4340. Okay. And your first and last name? Uh, G-Geeratajada. All righty. Do you mind verifying your address and date of birth? Uh, 404 Britishwood Ct, Baltimore, MD 29016 and 5/15/1993. Phone number 864-497-7023? Yeah. Okay. And then email is gonna be first initial, last name, 864@gmail.com? Yeah. Okay. Let me just a few seconds. Sure. Um, I can look up your ID cards and email them to you. Uh-huh. I'll be right back. Okay. Thank you. Sorry to hear that. Okay. Thank you so much for holding. So I just sent your medical and dental ID cards to you. Okay. Hello? Oh, oh, you, you, you said, um, you sent them to the email? Yes, sir. Okay, thank you so much. You're welcome. Do you need help with anything else? Let me just see if I can see those in my email. Uh... Hmm. Okay, I got it now. No, no, ma'am. That, that's all. All righty. You have a wonderful day. And you, God bless. Thank you. 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 on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hey, Victoria. I just was calling to, to see if I could get my, um, what is it, my member number or something. I just wanna, um... I'm at the dentist and I want them... I guess, to have something, you know, to state that I have insurance.

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

Speaker speaker_2: Um, um, AF... Well, MAU.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Uh, 4340.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Uh, G- Geeratajada.

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

Speaker speaker_2: Uh, 404 Britishwood Ct, Baltimore, MD 29016 and 5/15/1993.

Speaker speaker_1: Phone number 864-497-7023?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. And then email is gonna be first initial, last name, 864@gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Let me just a few seconds.

Speaker speaker_3: Sure.

Speaker speaker_1: Um, I can look up your ID cards and email them to you.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: I'll be right back.

Speaker speaker_2: Okay.

Speaker speaker_3: Thank you. Sorry to hear that.

Speaker speaker_1: Okay. Thank you so much for holding. So I just sent your medical and dental ID cards to you.

Speaker speaker_2: Okay. Hello? Oh, oh, you, you, you said, um, you sent them to the email?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay, thank you so much.

Speaker speaker_1: You're welcome. Do you need help with anything else?

Speaker speaker_2: Let me just see if I can see those in my email. Uh... Hmm. Okay, I got it now. No, no, ma'am. That, that's all.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_2: And you, God bless.

Speaker speaker_1: Thank you. Bye-bye.