

Transcript: VICTORIA

Taylor-5195558403096576-6301760113524736

Full Transcript

You wanna bend the business and try to run it up and make- Thank you for calling Independence Center Card. This is Victoria. How can I help you? Hey, I was calling to see about, uh, if I can order another card or am I able to use my card or get a copy online? Okay. Um, what's the name of the agency you work for? MAU Workforce Solutions. And the last four of your Social? 1934. And your first and last name? My first name is Cameron, last name is Brown. Okay. Uh, do you mind verifying your address and date of birth? Yeah. I have two addresses, I'm not sure which is on file, but it's either gonna be 314 Whitlows Road, North Augusta, South Carolina or 2411 Bell Avenue, Hephzibah, Georgia. Yes. So it looks like I have the Whitlows Road. Is that a good mailing address? No. I need the mailing address to be changed. Okay. Uh, what did you wanna change it to? 2411 Bell, that's B-E-L-L Avenue, Hephzibah, Georgia 30815. All right. And, I'm sorry, your date of birth? Uh, 7-27-94. All right. And then phone number is gonna be 803-257-6369? Yes. And then email is gonna be Z-A-B, the number 3, A-S-T-C-J@gmail.com? Yes. Okay. Um, if you can give me a few minutes, I will update your address in all of our systems, request new copies to be mailed, and then I can also download, um, digital copies as well and send it to your email. That would be great. All right. I will be right back. Okay. All righty. Thank you so much for holding. So I just sent all your ID cards to your email and then also, um, updated your address and requested for new copies to be mailed. Um. Okay. That typically take about seven to 10 business days to get. Okay. You said I'll get digital copies too, right? Yeah. Just, I just emailed those to you. Okay. Okay. Do you want to check your email and make sure you got them? Yeah. I'm gonna check real quick. Okay. Um, let me see. Dental, vision. Yes, I got them. All right. Did you need help with anything else? Um, that was all. Thank you. You're welcome. You have a wonderful day. You too. Mm-buh. Bye.

Conversation Format

Speaker speaker_0: You wanna bend the business and try to run it up and make-

Speaker speaker_1: Thank you for calling Independence Center Card. This is Victoria. How can I help you?

Speaker speaker_0: Hey, I was calling to see about, uh, if I can order another card or am I able to use my card or get a copy online?

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

Speaker speaker_0: MAU Workforce Solutions.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_0: 1934.

Speaker speaker_1: And your first and last name?

Speaker speaker_0: My first name is Cameron, last name is Brown.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_0: Yeah. I have two addresses, I'm not sure which is on file, but it's either gonna be 314 Whitlows Road, North Augusta, South Carolina or 2411 Bell Avenue, Hephzibah, Georgia.

Speaker speaker_1: Yes. So it looks like I have the Whitlows Road. Is that a good mailing address?

Speaker speaker_0: No. I need the mailing address to be changed.

Speaker speaker_1: Okay. Uh, what did you wanna change it to?

Speaker speaker_0: 2411 Bell, that's B-E-L-L Avenue, Hephzibah, Georgia 30815.

Speaker speaker_1: All right. And, I'm sorry, your date of birth?

Speaker speaker_0: Uh, 7-27-94.

Speaker speaker_1: All right. And then phone number is gonna be 803-257-6369?

Speaker speaker_0: Yes.

Speaker speaker_1: And then email is gonna be Z-A-B, the number 3, A-S-T-C-J@gmail.com?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. Um, if you can give me a few minutes, I will update your address in all of our systems, request new copies to be mailed, and then I can also download, um, digital copies as well and send it to your email.

Speaker speaker_0: That would be great.

Speaker speaker_1: All right. I will be right back.

Speaker speaker_0: Okay.

Speaker speaker_1: All righty. Thank you so much for holding. So I just sent all your ID cards to your email and then also, um, updated your address and requested for new copies to be mailed. Um.

Speaker speaker_2: Okay.

Speaker speaker_1: That typically take about seven to 10 business days to get.

Speaker speaker_2: Okay. You said I'll get digital copies too, right?

Speaker speaker_1: Yeah. Just, I just emailed those to you.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Do you want to check your email and make sure you got them?

Speaker speaker_2: Yeah. I'm gonna check real quick.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, let me see. Dental, vision. Yes, I got them.

Speaker speaker_1: All right. Did you need help with anything else?

Speaker speaker_2: Um, that was all. Thank you.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too. Mm-buh.

Speaker speaker_1: Bye.