

## **Transcript: VICTORIA**

**Taylor-5226326506258432-6188648154447872**

### **Full Transcript**

Nancy ■... Your call may be monitored or recorded for quality assurance purposes. Hello? Hey, is this Jerry? Who? Hello? H- Hello? Hey, am I speaking with Jerry? Uh, no. He's not here right now. Okay. Um, well, my name is Victoria. I'm with Benefits and a Card. We administer the medical insurance that he had at one point with Surge Staffing. Okay. Um, so we tried to send one of the ID cards that, uh, for the insurance to the address on file and I just needed to verify the address 'cause it was sent back to us, um- Um, it's 244 West Fifth Street, Mansfield, Ohio 44903. Okay. Uh, do you mind if you could just have Jerry call us back so we can update that? Yes. That's fine. All righty. Well, thank you so much. You have a wonderful day. You too. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Nancy ■...

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_0: Hello?

Speaker speaker\_2: Hey, is this Jerry?

Speaker speaker\_0: Who?

Speaker speaker\_2: Hello?

Speaker speaker\_0: H- Hello?

Speaker speaker\_2: Hey, am I speaking with Jerry?

Speaker speaker\_0: Uh, no. He's not here right now.

Speaker speaker\_2: Okay. Um, well, my name is Victoria. I'm with Benefits and a Card. We administer the medical insurance that he had at one point with Surge Staffing.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Um, so we tried to send one of the ID cards that, uh, for the insurance to the address on file and I just needed to verify the address 'cause it was sent back to us, um-

Speaker speaker\_0: Um, it's 244 West Fifth Street, Mansfield, Ohio 44903.

Speaker speaker\_2: Okay. Uh, do you mind if you could just have Jerry call us back so we can update that?

Speaker speaker\_0: Yes. That's fine.

Speaker speaker\_2: All righty. Well, thank you so much. You have a wonderful day.

Speaker speaker\_0: You too. Bye-bye.

Speaker speaker\_2: Bye-bye.