

Transcript: VICTORIA

Taylor-5300052667351040-6025585050992640

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... Yes, my name is Dorothy Harris and I work for a staffing company called OnTrack Staffing, a temp company. And I was calling because, um, I haven't got my, um, benefits card yet and it's been like... This, this Friday will be the fourth check that it's been taken for, uh, the money has been taken out and I haven't got a card yet in the mail. Okay. Uh, what's the last four of your social? 8827. And, uh, your first and last name one more time? Dorothy Harris. Okay. Uh, do you mind verifying your address and date of birth? 12/23/92. Address is 22, uh... What is it called? What are those numbers? Uh, 2204 Peckondale Drive, Arlington, Texas 76013. And then, uh, phone number 817-504-0138? Yes. And email is harrisdorothy1992@yahoo.com? Yes. Okay. And you haven't received any of the ID cards? No, I haven't received anything, and I had an email, uh, last week that said to activate the card or something, but I don't have a card. Okay. Um, I can email you copies. Okay. That would be for my health and for the vision? Yes, ma'am. I can email you copies for medical, dental and vision. Okay. Yes, I would love that. Okay. Give me just a few seconds. Let me look those up and I'll be right back. Okay. All righty. Thank you so much for holding. So for whatever reason, I'm not able to download the medical or dental just yet. Um, I can definitely send you a copy of the vision. Okay. And then I'll make note on my end when the medical and dental is available to send those to you. Okay. Yes, ma'am. Uh, was there anything else you might need help with? Um, no. No, that'll be all. All righty. So I'll go ahead and send the vision, and then like I said, as soon as we have access to the medical and dental, I'll just send another email with those. Okay. All right. Thank you so much. Yes, ma'am. You have a wonderful day. You too. 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 ... Yes, my name is Dorothy Harris and I work for a staffing company called OnTrack Staffing, a temp company. And I was calling because, um, I haven't got my, um, benefits card yet and it's been like... This, this Friday will be the fourth check that it's been taken for, uh, the money has been taken out and I haven't got a card yet in the mail.

Speaker speaker_2: Okay. Uh, what's the last four of your social?

Speaker speaker_1: 8827.

Speaker speaker_2: And, uh, your first and last name one more time?

Speaker speaker_1: Dorothy Harris.

Speaker speaker_2: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: 12/23/92. Address is 22, uh... What is it called? What are those numbers? Uh, 2204 Peckondale Drive, Arlington, Texas 76013.

Speaker speaker_2: And then, uh, phone number 817-504-0138?

Speaker speaker_1: Yes.

Speaker speaker_2: And email is harrisdorothy1992@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. And you haven't received any of the ID cards?

Speaker speaker_1: No, I haven't received anything, and I had an email, uh, last week that said to activate the card or something, but I don't have a card.

Speaker speaker_2: Okay. Um, I can email you copies.

Speaker speaker_1: Okay. That would be for my health and for the vision?

Speaker speaker_2: Yes, ma'am. I can email you copies for medical, dental and vision.

Speaker speaker_1: Okay. Yes, I would love that.

Speaker speaker_2: Okay. Give me just a few seconds. Let me look those up and I'll be right back.

Speaker speaker_1: Okay.

Speaker speaker_2: All righty. Thank you so much for holding. So for whatever reason, I'm not able to download the medical or dental just yet. Um, I can definitely send you a copy of the vision.

Speaker speaker_1: Okay.

Speaker speaker_2: And then I'll make note on my end when the medical and dental is available to send those to you.

Speaker speaker_1: Okay.

Speaker speaker_2: Yes, ma'am. Uh, was there anything else you might need help with?

Speaker speaker_1: Um, no. No, that'll be all.

Speaker speaker_2: All righty. So I'll go ahead and send the vision, and then like I said, as soon as we have access to the medical and dental, I'll just send another email with those.

Speaker speaker_1: Okay. All right. Thank you so much.

Speaker speaker_2: Yes, ma'am. You have a wonderful day.

Speaker speaker_1: You too. Bye-bye.