

Transcript: VICTORIA

Taylor-5304186801930240-5465930690117632

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hi, Victoria. My name is Steven and I'm struggling with my life and I don't know where to go. Okay. How can I help? I need to find mental h- a mental health provider. Okay. Um, let me pull up your file. What's the name of the agency you work for? Brown Services and I've got my policy number if you need it. Um, what's the last four of your SSN? 4089. Okay. Give me just a few seconds. Okay, Steven. What's your last name? Brown. Okay. Okay. Looks like... Sorry, my system is being so slow. Um, do you mind verifying your address and date of birth? It's 303 Beech Grove Road, Science Hill, Kentucky. And you said date of birth? Yes, sir. December 19th, '31. Okay. Uh, phone number is 606-304-1439. Yes. Okay. And then email is Steve, uh, steven.brown8119@outlook.com. Yes. Okay. So it looks like you actually have the, uh, behavioral health benefit. But that is gonna be mainly over the phone and online. That's fine. I just need to talk to somebody. I'm sitting here with a gun in my lap, ready to bite the bullet. Okay. I understand. Um, I can give you the phone number for them to call. What's that number? Uh, it is 888- Ah, shit. My pen don't work. No worries, take your time. 888... Yes, sir. 507... Okay. 0435. That's 888-507-0435. Yes, sir. Do you need me to transfer you over to them as well? Yes, 'cause I can't really see my phone right now. Okay. Give me just a few seconds.

Conversation Format

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

Speaker speaker_1: Hi, Victoria. My name is Steven and I'm struggling with my life and I don't know where to go.

Speaker speaker_0: Okay. How can I help?

Speaker speaker_1: I need to find mental h- a mental health provider.

Speaker speaker_0: Okay. Um, let me pull up your file. What's the name of the agency you work for?

Speaker speaker_1: Brown Services and I've got my policy number if you need it.

Speaker speaker_0: Um, what's the last four of your SSN?

Speaker speaker_1: 4089.

Speaker speaker_0: Okay. Give me just a few seconds. Okay, Steven. What's your last name?

Speaker speaker_1: Brown.

Speaker speaker_0: Okay. Okay. Looks like... Sorry, my system is being so slow. Um, do you mind verifying your address and date of birth?

Speaker speaker_1: It's 303 Beech Grove Road, Science Hill, Kentucky. And you said date of birth?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: December 19th, '31.

Speaker speaker_0: Okay. Uh, phone number is 606-304-1439.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then email is Steve, uh, steven.brown8119@outlook.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So it looks like you actually have the, uh, behavioral health benefit. But that is gonna be mainly over the phone and online.

Speaker speaker_1: That's fine. I just need to talk to somebody. I'm sitting here with a gun in my lap, ready to bite the bullet.

Speaker speaker_0: Okay. I understand. Um, I can give you the phone number for them to call.

Speaker speaker_1: What's that number?

Speaker speaker_0: Uh, it is 888-

Speaker speaker_1: Ah, shit. My pen don't work.

Speaker speaker_0: No worries, take your time.

Speaker speaker_1: 888...

Speaker speaker_0: Yes, sir. 507...

Speaker speaker_1: Okay.

Speaker speaker_0: 0435.

Speaker speaker_1: That's 888-507-0435.

Speaker speaker_0: Yes, sir. Do you need me to transfer you over to them as well?

Speaker speaker_1: Yes, 'cause I can't really see my phone right now.

Speaker speaker_0: Okay. Give me just a few seconds.