

## **Transcript: VICTORIA**

**Taylor-5322747574796288-4785142542155776**

### **Full Transcript**

Thank you for calling Benefits and ??. This is Victoria. How can I help you? Hi, Victoria. I was calling in today because I need my assurance card policy number. Okay. What's the, uh, name of the agency you work for? MAU. And the last four of your social? 8080. And then, uh, your first and last name. Breeza Jackson. Okay. Now, do you mind verifying your address and date of birth? Yes. 05/28/1999. Address is 645 Cypress Lakes Road, Newberry, South Carolina 29108. And phone number is 271-1144? Yes, ma'am. Okay. And then email is last name first name at yahoo.com? Yes, ma'am. Okay. Give me just a few seconds. I'm gonna look up those ID cards and then send copies to your email. Thank you. Thank you. Yes, ma'am. Hi. How are you? Shh. I'm on the phone with my insurance people trying to get my card. It don't look ... What in the world are you talking about? Are you doing all right? All righty. Thank you so much for holding. So I just sent those ID cards to your email. Okay. Let me just double check to make sure I received them. Let's see. Perfect. Perfect. I do have it. All righty. Uh, was there anything else you needed help with? Um, no, ma'am. That will be it for today. Okay, perfect. You have a wonderful day. Thank you. You, too. Bye-bye. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and ??. This is Victoria. How can I help you?

Speaker speaker\_1: Hi, Victoria. I was calling in today because I need my assurance card policy number.

Speaker speaker\_0: Okay. What's the, uh, name of the agency you work for?

Speaker speaker\_1: MAU.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 8080.

Speaker speaker\_0: And then, uh, your first and last name.

Speaker speaker\_1: Breeza Jackson.

Speaker speaker\_0: Okay. Now, do you mind verifying your address and date of birth?

Speaker speaker\_1: Yes. 05/28/1999. Address is 645 Cypress Lakes Road, Newberry, South Carolina 29108.

Speaker speaker\_0: And phone number is 271-1144?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then email is last name first name at yahoo.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Give me just a few seconds. I'm gonna look up those ID cards and then send copies to your email.

Speaker speaker\_1: Thank you. Thank you.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_3: Hi. How are you?

Speaker speaker\_1: Shh.

Speaker speaker\_3: I'm on the phone with my insurance people trying to get my card. It don't look ... What in the world are you talking about? Are you doing all right?

Speaker speaker\_0: All righty. Thank you so much for holding. So I just sent those ID cards to your email.

Speaker speaker\_1: Okay. Let me just double check to make sure I received them. Let's see. Perfect. Perfect. I do have it.

Speaker speaker\_0: All righty. Uh, was there anything else you needed help with?

Speaker speaker\_1: Um, no, ma'am. That will be it for today.

Speaker speaker\_0: Okay, perfect. You have a wonderful day.

Speaker speaker\_1: Thank you. You, too. Bye-bye.

Speaker speaker\_0: Thank you. Bye-bye.