

Transcript: VICTORIA

Taylor-5335062543384576-6000490416488448

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, hi. My name is Marvin Evans and, um, I was calling to try to get my member ID number because I never, uh, received my card. I think it's because I had a address change, so... Okay. Uh, what's the, uh, name of the agency you work for? Um, Surge. And the last four of your Social? 1353. Okay. Uh, and then if you'll just verify your address and date of birth. Uh, do you guys have 3307 Dragonfly Street? Yes. Uh, yeah, my, my... You saying my birthdate? Yes, sir. 8/24/86. Okay. And does that address need to be updated or is that the current one? Uh, yeah, it does. What's the most accurate address? Uh, 4920 Athens Bay Place, North Las Vegas. Zip code 890189031, I think. Let me see. 8... Yeah, 89031. 89031? Yeah. Okay, so the street address was 4920 and I'm sorry, I didn't get the rest of it. No, 4910. Okay. What was the rest of it? Uh, Athens Bay Place. Athens Bay Place? Yes, ma'am. Okay. Phone number is 725-248-7924? Yeah. Great. And then email is gonna be evansmarvin719@gmail.com? Yeah. Okay. Give me just a few seconds. Let me look up that ID number and I can email that to you and then I'll also put in a request to have it mailed to the new address. Okay. Yeah, because I was just trying to get my ID number for when I go to the doctor, 'cause I been not feeling good today. Thank you. You're welcome. Give me just a few moments. I'll be right back. Mm-hmm. I ain't gonna get none. Or when I crash on the beaches. Alrighty, thank you for holding. So I just sent your ID card to your email and then also requested a copy to be mailed. Okay, I seen the email. Thank you. You're welcome. Do you need help with anything else? No, that's it. Alrighty. You have a wonderful day. You too. Thank you. 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 on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Yes, hi. My name is Marvin Evans and, um, I was calling to try to get my member ID number because I never, uh, received my card. I think it's because I had a address change, so...

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

Speaker speaker_2: Um, Surge.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1353.

Speaker speaker_1: Okay. Uh, and then if you'll just verify your address and date of birth.

Speaker speaker_2: Uh, do you guys have 3307 Dragonfly Street?

Speaker speaker_1: Yes.

Speaker speaker_2: Uh, yeah, my, my... You saying my birthdate?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: 8/24/86.

Speaker speaker_1: Okay. And does that address need to be updated or is that the current one?

Speaker speaker_2: Uh, yeah, it does.

Speaker speaker_1: What's the most accurate address?

Speaker speaker_2: Uh, 4920 Athens Bay Place, North Las Vegas. Zip code 890189031, I think. Let me see. 8... Yeah, 89031.

Speaker speaker_1: 89031?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, so the street address was 4920 and I'm sorry, I didn't get the rest of it.

Speaker speaker_2: No, 4910.

Speaker speaker_1: Okay. What was the rest of it?

Speaker speaker_2: Uh, Athens Bay Place.

Speaker speaker_1: Athens Bay Place?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Phone number is 725-248-7924?

Speaker speaker_2: Yeah.

Speaker speaker_1: Great. And then email is gonna be evansmarvin719@gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Give me just a few seconds. Let me look up that ID number and I can email that to you and then I'll also put in a request to have it mailed to the new address.

Speaker speaker_2: Okay. Yeah, because I was just trying to get my ID number for when I go to the doctor, 'cause I been not feeling good today. Thank you.

Speaker speaker_1: You're welcome. Give me just a few moments. I'll be right back.

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: I ain't gonna get none.

Speaker speaker_2: Or when I crash on the beaches.

Speaker speaker_1: Alrighty, thank you for holding. So I just sent your ID card to your email and then also requested a copy to be mailed.

Speaker speaker_2: Okay, I seen the email. Thank you.

Speaker speaker_1: You're welcome. Do you need help with anything else?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Alrighty. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.