

## **Transcript: VICTORIA**

**Taylor-5377610526015488-5360697481674752**

### **Full Transcript**

Your call may be monitored or recorded... Thank you for calling VSP. ... for quality assurance purposes. To continue, you'll need to provide the member's ID number, the last... I'm sorry, that response was invalid. Please try again. Please enter your office phone number, area code first. Please enter your office phone number. Okay. We were able to locate your office. To access information by a member ID, press one. By the last four digits of a Social Security number, press two. An authorization... Enter the last four digits of the member's Social Security number. Now enter the member's date of birth as month, day and year. For example, for March 5th... We couldn't find information under the last four digits, 1966, and the date of birth, 03/05/2002. If that's correct, press one. To reenter it, press two.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded...

Speaker speaker\_1: Thank you for calling VSP.

Speaker speaker\_0: ... for quality assurance purposes.

Speaker speaker\_1: To continue, you'll need to provide the member's ID number, the last... I'm sorry, that response was invalid. Please try again. Please enter your office phone number, area code first. Please enter your office phone number. Okay. We were able to locate your office. To access information by a member ID, press one. By the last four digits of a Social Security number, press two. An authorization... Enter the last four digits of the member's Social Security number. Now enter the member's date of birth as month, day and year. For example, for March 5th... We couldn't find information under the last four digits, 1966, and the date of birth, 03/05/2002. If that's correct, press one. To reenter it, press two.