

Transcript: VICTORIA

Taylor-5416779771985920-5885535589679104

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Hey, are you calling from the Grace Center? Who is this? Hey, this is Victoria with Benefits by Naccard. We administer the, uh, medical insurance being offered through Surge Staffing. Okay. Hey, so we tried to send you a copy of the medical ID card, uh, for the medical plan that you were enrolled into, but it was returned back to us. So I was trying to verify your address. Uh, 4105 Taft Highway. Signal Mountain, Tennessee. What's the, uh, zip code for that area? 37377. Okay. I think I see what the problem was. We had the wrong city on there. Is there an apartment number or anything as well? No, it's a house. Okay. Let's see. And you said the city is, uh, Signal Mountain? Yes. All right. I will go ahead and update that and resend the ID card to you. Okay. Thank you. Thank you. Goodbye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Hey, are you calling from the Grace Center? Who is this?

Speaker speaker_1: Hey, this is Victoria with Benefits by Naccard. We administer the, uh, medical insurance being offered through Surge Staffing.

Speaker speaker_0: Okay.

Speaker speaker_1: Hey, so we tried to send you a copy of the medical ID card, uh, for the medical plan that you were enrolled into, but it was returned back to us. So I was trying to verify your address.

Speaker speaker_0: Uh, 4105 Taft Highway. Signal Mountain, Tennessee.

Speaker speaker_1: What's the, uh, zip code for that area?

Speaker speaker_0: 37377.

Speaker speaker_1: Okay. I think I see what the problem was. We had the wrong city on there. Is there an apartment number or anything as well?

Speaker speaker_0: No, it's a house.

Speaker speaker_1: Okay. Let's see. And you said the city is, uh, Signal Mountain?

Speaker speaker_0: Yes.

Speaker speaker_1: All right. I will go ahead and update that and resend the ID card to you.

Speaker speaker_0: Okay. Thank you.

Speaker speaker_1: Thank you. Goodbye.