

Transcript: VICTORIA

Taylor-5428942662582272-4979730221154304

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, yes, ma'am. I have a insurance through y'all and I have not received my insurance card, and I'm here to see real what I need to do about it. Either get my group information, that way I can get my, um, medicines. Okay. What's the name of the agency that you work with? KMAU. All right. And the last four of your Social? 6536. All right. And your first and last name? James, J-A-M-E-S. Cox, C-O-X. All right. Do you mind verifying your address and date of birth? Address is 713 Georgia Highway 23, South Waynesboro, zip code 30830. Date of birth, 5-31-88. And then phone number 706-871-3352? Uh, no, ma'am, that has changed. All right. Is it the phone number you're calling from now? Yes, ma'am. All right. And an email is, uh, coxj0531 at gmail? Yes. Okay. So you just need your ID card then? Yes, ma'am. Okay. They typically send it out to you by email versus the mail, so let me look up a copy and I can email it to you. Okay. Be right back. Yes, ma'am. Alrighty. Thank you so much for holding. Um, I just sent that ID card to your email. Yes, ma'am. I just got it. Okay. Perfect. Uh, was there anything else you might need help with? Uh, I think that was it. Alrighty. You have a wonderful day. You too. Thank you. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, yes, ma'am. I have a insurance through y'all and I have not received my insurance card, and I'm here to see real what I need to do about it. Either get my group information, that way I can get my, um, medicines.

Speaker speaker_0: Okay. What's the name of the agency that you work with?

Speaker speaker_1: KMAU.

Speaker speaker_0: All right. And the last four of your Social?

Speaker speaker_1: 6536.

Speaker speaker_0: All right. And your first and last name?

Speaker speaker_1: James, J-A-M-E-S. Cox, C-O-X.

Speaker speaker_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker_1: Address is 713 Georgia Highway 23, South Waynesboro, zip code 30830. Date of birth, 5-31-88.

Speaker speaker_0: And then phone number 706-871-3352?

Speaker speaker_1: Uh, no, ma'am, that has changed.

Speaker speaker_0: All right. Is it the phone number you're calling from now?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. And an email is, uh, coxj0531 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So you just need your ID card then?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. They typically send it out to you by email versus the mail, so let me look up a copy and I can email it to you.

Speaker speaker_1: Okay.

Speaker speaker_0: Be right back.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Alrighty. Thank you so much for holding. Um, I just sent that ID card to your email.

Speaker speaker_1: Yes, ma'am. I just got it.

Speaker speaker_0: Okay. Perfect. Uh, was there anything else you might need help with?

Speaker speaker_1: Uh, I think that was it.

Speaker speaker_0: Alrighty. You have a wonderful day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you. Bye-bye.