

Transcript: VICTORIA

Taylor-5455881976102912-5028289796063232

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? Uh, yes, I would just like to order a, um, insurance card. Okay. Um- Uh, *f*- yeah, and the lady said that I guess I have to ask for one. Okay. Uh, what's the name of the agency you work for? Um, Innovative Staff Solutions. And the last four of your Social? 2867. And your first and last name? Raeanne Mandrell. All right. Do you mind verifying your address and date of birth? Date of birth is 10/26/1992. Address is 501 West Missouri Avenue, Apartment 206, Sandoval, Illinois, 62882. 62882? Yes, ma'am. Okay. We were just missing one digit. And then phone number is 367-1759? Yes, ma'am. All right, and email's gonna be last name, first name at gmail.com? Yes, ma'am. Okay. Just to make sure I got the address right, 105 West Missouri, Apartment 206? No, it, it's 501. I'm sorry. I said that wrong. It's okay. 501 West Missouri, Apartment 206, in Sandoval, Illinois, 62882. Yes, ma'am. All right. Um, so the dental Envis- the dental Envision should be on its way to you. Uh, the only one that is typically emailed is the medical. Okay. So I will put in a request to have that, uh, mailed to you. Okay. Uh, was that all that you needed help with? Um, yes, ma'am. All righty. You have a wonderful day. All right. You too. Thank you. Bye-bye. Goodbye.

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: Uh, yes, I would just like to order a, um, insurance card.

Speaker speaker_1: Okay. Um-

Speaker speaker_2: Uh, *f*- yeah, and the lady said that I guess I have to ask for one.

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

Speaker speaker_2: Um, Innovative Staff Solutions.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 2867.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Raeanne Mandrell.

Speaker speaker_1: All right. Do you mind verifying your address and date of birth?

Speaker speaker_2: Date of birth is 10/26/1992. Address is 501 West Missouri Avenue, Apartment 206, Sandoval, Illinois, 62882.

Speaker speaker_1: 62882?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. We were just missing one digit. And then phone number is 367-1759?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right, and email's gonna be last name, first name at gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Just to make sure I got the address right, 105 West Missouri, Apartment 206?

Speaker speaker_2: No, it, it's 501.

Speaker speaker_1: I'm sorry. I said that wrong.

Speaker speaker_2: It's okay.

Speaker speaker_1: 501 West Missouri, Apartment 206, in Sandoval, Illinois, 62882.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. Um, so the dental Envis- the dental Envision should be on its way to you. Uh, the only one that is typically emailed is the medical.

Speaker speaker_2: Okay.

Speaker speaker_1: So I will put in a request to have that, uh, mailed to you.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, was that all that you needed help with?

Speaker speaker_2: Um, yes, ma'am.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_2: All right. You too. Thank you.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Goodbye.