

Transcript: VICTORIA

Taylor-5509669422546944-6216738589032448

Full Transcript

Your call may be- Hello. ... monitored or recorded for quality assurance purposes. Hi, is this William? Yes. Hey, this is Victoria with Benefits on a Card. Uh, we- Okay. ... administer the, uh, medical insurance for MAU. Mm-hmm. So, I'm calling because we tried sending one of your ID cards to the address we have on file, but it was returned back to us. So I just wanted to verify your address. Uh, 2912 Aylesbury Drive, in Augusta. Oh, okay. So we have a different one. We have the 728, uh- Keyes Drive? ... Keyes address. Yeah, that's the old address. Okay. Let me see. And what was the current one again? I'm sorry. 2912 Aylesbury, A-Y-L-E-S-B-U-R-Y, Drive, Augusta, 30909. All right. So 2912 Aylesbury Drive, and that's A-Y-L-E-S-B-U-R-Y. Mm-hmm. And Augusta, Georgia 30909. Yes. All righty. I will go ahead and update it and then resend this to you. Okay. All righty. Thank you so much. You have a good day. Thanks. You too. Bye.

Conversation Format

Speaker speaker_0: Your call may be-

Speaker speaker_1: Hello.

Speaker speaker_0: ... monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hi, is this William?

Speaker speaker_1: Yes.

Speaker speaker_2: Hey, this is Victoria with Benefits on a Card. Uh, we-

Speaker speaker_1: Okay.

Speaker speaker_2: ... administer the, uh, medical insurance for MAU.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So, I'm calling because we tried sending one of your ID cards to the address we have on file, but it was returned back to us. So I just wanted to verify your address.

Speaker speaker_1: Uh, 2912 Aylesbury Drive, in Augusta.

Speaker speaker_2: Oh, okay. So we have a different one. We have the 728, uh-

Speaker speaker_1: Keyes Drive?

Speaker speaker_2: ... Keyes address.

Speaker speaker_1: Yeah, that's the old address.

Speaker speaker_2: Okay. Let me see. And what was the current one again? I'm sorry.

Speaker speaker_1: 2912 Aylesbury, A-Y-L-E-S-B-U-R-Y, Drive, Augusta, 30909.

Speaker speaker_2: All right. So 2912 Aylesbury Drive, and that's A-Y-L-E-S-B-U-R-Y.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And Augusta, Georgia 30909.

Speaker speaker_1: Yes.

Speaker speaker_2: All righty. I will go ahead and update it and then resend this to you.

Speaker speaker_1: Okay.

Speaker speaker_2: All righty. Thank you so much. You have a good day.

Speaker speaker_1: Thanks. You too.

Speaker speaker_2: Bye.