

## **Transcript: VICTORIA**

**Taylor-5531399845232640-6486998233825280**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, is this, uh, Mr. Sanford? Um, no. We, um, Sanfords here. I have nine brothers. One of them gave you my number. Oh, okay. Um, this is just for the medical insurance. Um, I have, I'm not sure how to pronounce this first name. It's Michael? Mikael. Mikael. Sorry about that. Yeah, um, this is just in regards to the medical insurance he has with Surge. We tried to send one of his ID cards to him and it was returned back. Mm-hmm. Oh, 'cause he, um, he just moved, so my address, 'cause he's been with me, um, my address is, um, if it's not on file, he can send it here. Okay. Um, is there a way that you can just have him give us a call back so we can update that? Um, yes I can. You said it's Surge? Yeah. Uh, this is Benefits and a Card. Okay. And we administer the, uh, medical insurance for Surge. Okay. Well, I'm about to give him a call now and, um, let him know to give you all a call. All righty. Thank you so much. You have a wonderful day. You too. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, is this, uh, Mr. Sanford?

Speaker speaker\_2: Um, no. We, um, Sanfords here. I have nine brothers. One of them gave you my number.

Speaker speaker\_1: Oh, okay. Um, this is just for the medical insurance. Um, I have, I'm not sure how to pronounce this first name. It's Michael?

Speaker speaker\_2: Mikael.

Speaker speaker\_1: Mikael. Sorry about that. Yeah, um, this is just in regards to the medical insurance he has with Surge. We tried to send one of his ID cards to him and it was returned back.

Speaker speaker\_2: Mm-hmm. Oh, 'cause he, um, he just moved, so my address, 'cause he's been with me, um, my address is, um, if it's not on file, he can send it here.

Speaker speaker\_1: Okay. Um, is there a way that you can just have him give us a call back so we can update that?

Speaker speaker\_2: Um, yes I can. You said it's Surge?

Speaker speaker\_1: Yeah. Uh, this is Benefits and a Card.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And we administer the, uh, medical insurance for Surge.

Speaker speaker\_2: Okay. Well, I'm about to give him a call now and, um, let him know to give you all a call.

Speaker speaker\_1: All righty. Thank you so much. You have a wonderful day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Thank you. Bye-bye.