

Transcript: VICTORIA

Taylor-5543713674149888-4813750964633600

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Vatoria. How can I help you? Hi. Um, I am trying to get a ID card or a, um... I don't know if one has been sent yet, but, um, when I try to get one emailed to me it says not ready. But I enrolled in Benefits on the 6th. Okay. What's the name of the agency you work for? AccuForce. And the last four of your Social? 1923. And, uh, your first and last name? Brandon Smith. And Randy, do you mind verifying your address and date of birth? It's PO Box 834, Durgansville, North Carolina, 28619. My birthday is, uh, February 26, 1989. Okay. We have your address as 716 Oakland Avenue, does that need to be updated to the PO box? Yeah, that's my physical address. It probably needs to be changed. Okay. Um, and you said it's PO Box 834? Yes. Right. Uh, Durgansville, North Carolina, 28619? Yes. Okay. And then phone number is 828-205-9155? That's correct. And then email is BSmith4127 at Gmail? Yes. Okay. Give me just a few seconds. I can look up the ID card for your dental and I can email that to you. Okay. Thank you. Yes, sir. I'll be right back. Okay. All righty, thank you so much for holding. So I was able to send that to your email. Okay. Thank you. You're welcome. Did you need help with anything else? Um, I don't think so. I'll probably get something in the mail, though, also. Um, yes. I went ahead and updated your address, so I will go ahead and put in a new request to have that mailed to you. Okay. Thank you. You're welcome. 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: Thank you for calling Benefits on a Card, this is Vatoria. How can I help you?

Speaker speaker_2: Hi. Um, I am trying to get a ID card or a, um... I don't know if one has been sent yet, but, um, when I try to get one emailed to me it says not ready. But I enrolled in Benefits on the 6th.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: AccuForce.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1923.

Speaker speaker_1: And, uh, your first and last name?

Speaker speaker_2: Brandon Smith.

Speaker speaker_1: And Randy, do you mind verifying your address and date of birth?

Speaker speaker_2: It's PO Box 834, Durgansville, North Carolina, 28619. My birthday is, uh, February 26, 1989.

Speaker speaker_1: Okay. We have your address as 716 Oakland Avenue, does that need to be updated to the PO box?

Speaker speaker_2: Yeah, that's my physical address. It probably needs to be changed.

Speaker speaker_1: Okay. Um, and you said it's PO Box 834?

Speaker speaker_2: Yes.

Speaker speaker_1: Right. Uh, Durgansville, North Carolina, 28619?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then phone number is 828-205-9155?

Speaker speaker_2: That's correct.

Speaker speaker_1: And then email is BSmith4127 at Gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Give me just a few seconds. I can look up the ID card for your dental and I can email that to you.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Yes, sir. I'll be right back.

Speaker speaker_2: Okay.

Speaker speaker_1: All righty, thank you so much for holding. So I was able to send that to your email.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Did you need help with anything else?

Speaker speaker_2: Um, I don't think so. I'll probably get something in the mail, though, also.

Speaker speaker_1: Um, yes. I went ahead and updated your address, so I will go ahead and put in a new request to have that mailed to you.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye.

Speaker speaker_2: Bye.