

Transcript: VICTORIA

Taylor-5551600718495744-6680661721268224

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Hey, is this Jaylen? Yes. May I ask who this is? Hey, this is Victoria with Benefits on a Card. We administer the medical insurance for Focus Workforce Management. Yes. Okay. So, it looks like we tried to send you, uh, one of your ID cards but it was returned back to us, so I just wanted to verify your address. Um, one second. Okay. 3153 West Townsend Street. Okay. So, it should be 3153? Yes. Okay, we have 57. And then that's in Springfield, Missouri, 65802? Yes. Okay. All right. I'll go ahead and update that and get this resent back to you. All righty. Thank you. All right. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hey, is this Jaylen?

Speaker speaker_0: Yes. May I ask who this is?

Speaker speaker_2: Hey, this is Victoria with Benefits on a Card. We administer the medical insurance for Focus Workforce Management.

Speaker speaker_0: Yes.

Speaker speaker_2: Okay. So, it looks like we tried to send you, uh, one of your ID cards but it was returned back to us, so I just wanted to verify your address.

Speaker speaker_0: Um, one second.

Speaker speaker_2: Okay.

Speaker speaker_0: 3153 West Townsend Street.

Speaker speaker_2: Okay. So, it should be 3153?

Speaker speaker_0: Yes.

Speaker speaker_2: Okay, we have 57. And then that's in Springfield, Missouri, 65802?

Speaker speaker_0: Yes.

Speaker speaker_2: Okay. All right. I'll go ahead and update that and get this resent back to you.

Speaker speaker_0: All righty.

Speaker speaker_2: Thank you.

Speaker speaker_0: All right.

Speaker speaker_2: Bye-bye.

Speaker speaker_0: Bye-bye.