

Transcript: VICTORIA

Taylor-5566043222491136-5260822277570560

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, yes, my name is Desmond Green. I was, uh, calling to see about my, uh, health card. Okay. What's the, uh, the agency you work for? Uh, MAU Tech Center. And the last four of your Social? 1898. And, uh, your first and last name for me. Desmond Green. Okay. Do you mind verifying your address and date of birth? 138 Lincoln Drive. You said it, date of birth, 1997. 10/20/1997. Okay. And the, um, phone number's 706-394-4251? Mm-hmm. Email is gonna be desmondg2@gmail.com. Yes, ma'am. Okay. Are you just needing your ID cards? My, uh, it's... They sent me my Vision and a dental card. They haven't sent me the health insur- like, the health card yet, though. The health insur- insurance. Okay. Give me just a few seconds. Let me see if I can look it up, um, and I can try and email it to you. Okay. I'll be right back. All righty. Thank you so much for holding. So I just sent that to your email. Okay. Let me just go to it. I'll be around through the rushing hour. And whatever y'all need, I'll help you out. With you every day in the rain. But that don't mean the shame. No, no, no. Okay, I got it. All righty. Do you need help with anything else? The, uh... Is this, like, this temporary? Or, like, this is just when it comes in the mail? I mean, it's your ID card. It's not necessarily temporary. It's just like a digital form. Okay. Yes, sir. All right. That, that's it. Okay. You have a wonderful day. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Uh, yes, my name is Desmond Green. I was, uh, calling to see about my, uh, health card.

Speaker speaker_0: Okay. What's the, uh, the agency you work for?

Speaker speaker_1: Uh, MAU Tech Center.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 1898.

Speaker speaker_0: And, uh, your first and last name for me.

Speaker speaker_1: Desmond Green.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: 138 Lincoln Drive. You said it, date of birth, 1997. 10/20/1997.

Speaker speaker_0: Okay. And the, um, phone number's 706-394-4251?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Email is gonna be desmondg2@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Are you just needing your ID cards?

Speaker speaker_1: My, uh, it's... They sent me my Vision and a dental card. They haven't sent me the health insur- like, the health card yet, though. The health insur- insurance.

Speaker speaker_0: Okay. Give me just a few seconds. Let me see if I can look it up, um, and I can try and email it to you.

Speaker speaker_1: Okay.

Speaker speaker_0: I'll be right back. All righty. Thank you so much for holding. So I just sent that to your email.

Speaker speaker_1: Okay. Let me just go to it.

Speaker speaker_2: I'll be around through the rushing hour. And whatever y'all need, I'll help you out. With you every day in the rain. But that don't mean the shame. No, no, no.

Speaker speaker_1: Okay, I got it.

Speaker speaker_0: All righty. Do you need help with anything else?

Speaker speaker_1: The, uh... Is this, like, this temporary? Or, like, this is just when it comes in the mail?

Speaker speaker_0: I mean, it's your ID card. It's not necessarily temporary. It's just like a digital form.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. That, that's it.

Speaker speaker_0: Okay. You have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.