

## Transcript: VICTORIA

**Taylor-5581028079747072-5293377611153408**

### Full Transcript

Thank you for calling . This is Victoria. How can I help you? Uh, yes, my name is, uh, Raekwon Simpson. I have a, uh, I guess a policy with you guys for a job I used to work at. I was trying to see if it was medical coverage. Okay. Uh, what's the name of the agency you used to work for? Uh, MAU Workforce Solution. And the last four of your, uh, social? Uh, three, two, three, three. Okay. And I'm sorry, your first and last name again? It's, uh, Raekwon Simpson. Do you mind verifying your address and date of birth? Uh, what I need, the one on file? Yes, preferably. Yeah, that's no problem. Uh, it's uh, 3208 Young Forest Drive, Augusta, Georgia, 30906. And your date of birth? Uh, July 30th, 1996. Phone number is 706-550-3486. S- oh, you said, what, what's that? I'm sorry. Your phone number, it says 706-550-3486. Nope. Uh, no, ma'am, that's, uh, old. You can change it. To the phone number you're currently calling from? Yes, ma'am. Okay. Email is gonna be first and last name113@gmail.com? Yes, ma'am. Okay. I don't see that you're enrolled into anything, um, and it looks like you haven't been enrolled since 2022. Oh, I was using the card. I used it, I think last year, earlier this year. Uh, I hadn't gotten to check though, but I ain't used it. Yeah, more than likely the, the coverage didn't go through on that because you haven't had coverage since March, uh, 27th, 2022. Is there any way to get it back, or I would have to be with that job to get it back? Yeah, the only way to typically get coverage with us is if you're actively working through MAU. Oh, okay. All right, well, I appreciate it. You're welcome. You have a wonderful day. All right, you too. Thank you. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling . This is Victoria. How can I help you?

Speaker speaker\_1: Uh, yes, my name is, uh, Raekwon Simpson. I have a, uh, I guess a policy with you guys for a job I used to work at. I was trying to see if it was medical coverage.

Speaker speaker\_0: Okay. Uh, what's the name of the agency you used to work for?

Speaker speaker\_1: Uh, MAU Workforce Solution.

Speaker speaker\_0: And the last four of your, uh, social?

Speaker speaker\_1: Uh, three, two, three, three.

Speaker speaker\_0: Okay. And I'm sorry, your first and last name again?

Speaker speaker\_1: It's, uh, Raekwon Simpson.

Speaker speaker\_0: Do you mind verifying your address and date of birth?

Speaker speaker\_1: Uh, what I need, the one on file?

Speaker speaker\_0: Yes, preferably.

Speaker speaker\_1: Yeah, that's no problem. Uh, it's uh, 3208 Young Forest Drive, Augusta, Georgia, 30906.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: Uh, July 30th, 1996.

Speaker speaker\_0: Phone number is 706-550-3486.

Speaker speaker\_1: S- oh, you said, what, what's that? I'm sorry.

Speaker speaker\_0: Your phone number, it says 706-550-3486.

Speaker speaker\_1: Nope. Uh, no, ma'am, that's, uh, old. You can change it.

Speaker speaker\_0: To the phone number you're currently calling from?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Email is gonna be first and last name113@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. I don't see that you're enrolled into anything, um, and it looks like you haven't been enrolled since 2022.

Speaker speaker\_1: Oh, I was using the card. I used it, I think last year, earlier this year. Uh, I hadn't gotten to check though, but I ain't used it.

Speaker speaker\_0: Yeah, more than likely the, the coverage didn't go through on that because you haven't had coverage since March, uh, 27th, 2022.

Speaker speaker\_1: Is there any way to get it back, or I would have to be with that job to get it back?

Speaker speaker\_0: Yeah, the only way to typically get coverage with us is if you're actively working through MAU.

Speaker speaker\_1: Oh, okay. All right, well, I appreciate it.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: All right, you too.

Speaker speaker\_0: Thank you. Bye-bye.