

## **Transcript: VICTORIA**

**Taylor-5653689034522624-5684984900927488**

### **Full Transcript**

Hello. Your call may be monitored or recorded for quality assurance purposes. Hi, is this Hillary? It is. Hey, this is Victoria with Benefits on a Card . Um, I'm just giving you a call back in regards to your coverage, uh, your medical insurance through Integrity Trade Services. Okay. Hey, I was able to download all your ID cards, um, and I'm gonna send those to your email now. I do have two different emails listed for you, so I just wanted to verify which one to send it to. Okay. Um, I have your first and last name at gmail.com, and then I have your first and last name art at gmail.com. Uh, either one is fine. Okay. All righty, I will send that to you there, and that's all I needed to, to let you know about. All right, thank you. You're welcome. Bye-bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi, is this Hillary?

Speaker speaker\_0: It is.

Speaker speaker\_1: Hey, this is Victoria with Benefits on a Card . Um, I'm just giving you a call back in regards to your coverage, uh, your medical insurance through Integrity Trade Services.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Hey, I was able to download all your ID cards, um, and I'm gonna send those to your email now. I do have two different emails listed for you, so I just wanted to verify which one to send it to.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Um, I have your first and last name at gmail.com, and then I have your first and last name art at gmail.com.

Speaker speaker\_0: Uh, either one is fine.

Speaker speaker\_1: Okay. All righty, I will send that to you there, and that's all I needed to, to let you know about.

Speaker speaker\_0: All right, thank you.

Speaker speaker\_1: You're welcome. Bye-bye.

Speaker speaker\_0: Bye.