

Transcript: VICTORIA

Taylor-5683802586923008-5851803990802432

Full Transcript

Thank you for calling Benefits on a Card., this is Victoria. How can I help you? Hi Victoria, this is Sarah Buehning. I'm calling to see if I can get my numbers so I can give my doctor's and make an appointment. Okay. Uh, what's the name of the agency you work for? Um, Time Services Staffing. Either Time Staffing or Time Services. Okay. Give me one second. I see, I see we work with a Time Staffing. I don't see a Time Services. No, it's Times Staff- Okay, it's Times Staffing then. Okay. Um, and the last four of your social? 9964. And I'm sorry, your first and last name? Sarah Buehning. S-A-R-A-H B-U-E-H-N-I-N-G. All right. And do you mind verifying your address and date of birth? Um, 806 Napoleon Road, Bowling Green, Ohio 43402. And my phone number is 601-0835. I'm sorry, what's your date of birth? Oh, I'm sorry. 3/19/1986. Perfect. And then email is just last name, 7730@gmail.com? Correct. Okay. Let's see. So, it looks like your coverage doesn't actually become active until this following Monday, the 21st. Okay. Um, so once it becomes active on Monday the 21st, it's going to take at least 72 business hours for us to have access to the ID cards and policy information. So if you want to try and call us back that Thursday or Friday, we should be able to email you like digital copies of the ID cards. Okay. That... You say next Thursday or Friday? Yes, ma'am. Mm-hmm. Okay. Okay, thank you. You're welcome. Do you need help with anything else? Um, no ma'am, that's it. All right, perfect. You have a wonderful day. You too. Thank you. Thank you. Bye-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: Hi Victoria, this is Sarah Buehning. I'm calling to see if I can get my numbers so I can give my doctor's and make an appointment.

Speaker speaker_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_1: Um, Time Services Staffing. Either Time Staffing or Time Services.

Speaker speaker_0: Okay. Give me one second. I see, I see we work with a Time Staffing. I don't see a Time Services.

Speaker speaker_1: No, it's Times Staff- Okay, it's Times Staffing then.

Speaker speaker_0: Okay. Um, and the last four of your social?

Speaker speaker_1: 9964.

Speaker speaker_0: And I'm sorry, your first and last name?

Speaker speaker_1: Sarah Buehning. S-A-R-A-H B-U-E-H-N-I-N-G.

Speaker speaker_0: All right. And do you mind verifying your address and date of birth?

Speaker speaker_1: Um, 806 Napoleon Road, Bowling Green, Ohio 43402. And my phone number is 601-0835.

Speaker speaker_0: I'm sorry, what's your date of birth?

Speaker speaker_1: Oh, I'm sorry. 3/19/1986.

Speaker speaker_0: Perfect. And then email is just last name, 7730@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Let's see. So, it looks like your coverage doesn't actually become active until this following Monday, the 21st.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so once it becomes active on Monday the 21st, it's going to take at least 72 business hours for us to have access to the ID cards and policy information. So if you want to try and call us back that Thursday or Friday, we should be able to email you like digital copies of the ID cards.

Speaker speaker_1: Okay. That... You say next Thursday or Friday?

Speaker speaker_0: Yes, ma'am. Mm-hmm.

Speaker speaker_1: Okay. Okay, thank you.

Speaker speaker_0: You're welcome. Do you need help with anything else?

Speaker speaker_1: Um, no ma'am, that's it.

Speaker speaker_0: All right, perfect. You have a wonderful day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.