

## Transcript: VICTORIA

**Taylor-5693279726911488-5329099115118592**

### Full Transcript

Thank you for calling Benefits on Card, this is Victoria. How can I help you? Hi, Victoria. I received a call from somebody in your office named Justin, uh, about, uh, basically that my address was insufficient so that my, uh, benefit cards weren't sent. Okay. Uh, what's the name of the agency you work for? MAU. And the last four of your Social? 3158. And your first and last name. First name is Tyler, last name is Tilley, T-I-L-L-E-Y. Okay, let me pull up your file. Okay. And, uh, do you mind verifying your date of birth? It is 08/06/1989. Okay. And then it looks like as far as your address, we have 555 and then, uh, I believe that's pronounced Grousse Court, G-R-O-U-S-E? Y- Grousse, close enough. Grousse. Okay, is it spelled correctly? Yeah, G-R-O-U-S-E. Okay. And is there an apartment number? It's a, it's a house, so it's 555 Grousse Court. Okay. And the city is, uh, Elsmere, E-L-S-M-E-R-E? E-L-S-M-E-R-E, yep. Kentucky ZIP Code is 41018. Yes. Hm. Okay. I'm not sure why it didn't go to you then. Yeah, me either. I- I'm very confused. Okay. Give me one second. Sorry, my system decides to all of a sudden freeze. No worries. Okay. Well, while it's still loading, just to make sure, I have 555 and then G-R-O-U-S-E Court, and that's in, uh, E-L-S-M-E-R-E, Kentucky, 41018. Correct. All right. Let's see. At least that's what we had on the file originally. I'm trying to get it to load. Okay. So now I'm looking and it looks like the ZIP Code for that area is actually coming up under a different city. It's coming un- up under as, uh, I'm sorry, I'm not from the area so I don't know how to pronounce this, E-R-L-A-N- Erlanger. Yeah. Yeah, Erlanger. Yeah. So, uh, the, the city I live in is 100... So, Erlanger and Elsmere basically sit right next to each other and they both have the same ZIP Code. So i- if, if it wants Erlanger in order for me to get my ID cards, then I live in Erlanger now. If you- Okay. ... if you get what I'm saying. Yeah. That's the only thing that I can see being an issue. Yeah, ju- if, if you could just- Um, I'll just wait. ... put the, put the city as Erlanger, that would be great. Okay. I will go ahead and change that and then, uh, send, send him a message so we can get that sent back out to ya. Awesome. Thank you very much. You're welcome. You have a wonderful day. You too. Thank you. Bye-bye. Bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on Card, this is Victoria. How can I help you?

Speaker speaker\_1: Hi, Victoria. I received a call from somebody in your office named Justin, uh, about, uh, basically that my address was insufficient so that my, uh, benefit cards weren't sent.

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

Speaker speaker\_1: MAU.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 3158.

Speaker speaker\_0: And your first and last name.

Speaker speaker\_1: First name is Tyler, last name is Tilley, T-I-L-L-E-Y.

Speaker speaker\_0: Okay, let me pull up your file. Okay. And, uh, do you mind verifying your date of birth?

Speaker speaker\_1: It is 08/06/1989.

Speaker speaker\_0: Okay. And then it looks like as far as your address, we have 555 and then, uh, I believe that's pronounced Grousse Court, G-R-O-U-S-E?

Speaker speaker\_1: Y- Grousse, close enough.

Speaker speaker\_0: Grousse. Okay, is it spelled correctly?

Speaker speaker\_1: Yeah, G-R-O-U-S-E.

Speaker speaker\_0: Okay. And is there an apartment number?

Speaker speaker\_1: It's a, it's a house, so it's 555 Grousse Court.

Speaker speaker\_0: Okay. And the city is, uh, Elsmere, E-L-S-M-E-R-E?

Speaker speaker\_1: E-L-S-M-E-R-E, yep.

Speaker speaker\_0: Kentucky ZIP Code is 41018.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Hm. Okay. I'm not sure why it didn't go to you then.

Speaker speaker\_1: Yeah, me either. I- I'm very confused.

Speaker speaker\_0: Okay. Give me one second. Sorry, my system decides to all of a sudden freeze.

Speaker speaker\_1: No worries.

Speaker speaker\_0: Okay. Well, while it's still loading, just to make sure, I have 555 and then G-R-O-U-S-E Court, and that's in, uh, E-L-S-M-E-R-E, Kentucky, 41018.

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right. Let's see. At least that's what we had on the file originally. I'm trying to get it to load. Okay. So now I'm looking and it looks like the ZIP Code for that area is actually coming up under a different city. It's coming up under as, uh, I'm sorry, I'm not

from the area so I don't know how to pronounce this, E-R-L-A-N-

Speaker speaker\_1: Erlanger.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Yeah, Erlanger. Yeah. So, uh, the, the city I live in is 100... So, Erlanger and Elsmere basically sit right next to each other and they both have the same ZIP Code. So i- if, if it wants Erlanger in order for me to get my ID cards, then I live in Erlanger now. If you-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... if you get what I'm saying.

Speaker speaker\_0: Yeah. That's the only thing that I can see being an issue.

Speaker speaker\_1: Yeah, ju- if, if you could just-

Speaker speaker\_0: Um, I'll just wait.

Speaker speaker\_1: ... put the, put the city as Erlanger, that would be great.

Speaker speaker\_0: Okay. I will go ahead and change that and then, uh, send, send him a message so we can get that sent back out to ya.

Speaker speaker\_1: Awesome. Thank you very much.

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

Speaker speaker\_1: You too.

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

Speaker speaker\_1: Bye.