

Transcript: VICTORIA

Taylor-5721063825915904-5931144299462656

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, how you doing? Good, how are you? Good, pretty good. I'm trying to call about something. Uh, if I have to... I know we don't get any insurance cards, so I was trying to follow up on if we have to go to like the emergency room or went to like a urgent care, what would we have to, have to show them as far as the insurance goes for our company? You should get an ID card. Um, sometimes it's emailed to you. But let me pull up your file. What's the name of the, uh, agency you work for? MAU. And the last four of your- Workforce Solutions. Oh, 5820. Okay. And your first and last name? Ruben Corley. All right. Uh, do you mind verifying your address and date of birth? Oh, 118 Monroe Street, Anderson, South Carolina, 29624. And your date of birth? 03/02/'89. Okay. Phone number, 318-5073. Yes, that's correct. And then email is gonna be last name, first name... first... I'm sorry, last name, first name 1000@gmail. Yes. Okay. Yeah, so the ID card for your plan should have been emailed to you, um, which if you haven't received that, I can look it up real quick and email it again. If you don't mind, um, will you just- Yeah. ... do that for me and just email it again, if you get a chance? Sure. Give me just a few seconds. Let me look it up and I will be right back. All right. Alrighty. Thank you so much for holding. So I just sent that to your email. All right. Can you hear me? No, I... Yeah, I can hear you. Yes, I said, you said it went to my email? Yes. Uh-huh. Okay. So that's all I would need? Yep. Just provide it- That's all? ... to your... Yeah, you just provide it to your doctor and they should be good to go from there. All right. Well, I appreciate it. Thank you so much. You have a good one. You too. 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: Yes, how you doing?

Speaker speaker_0: Good, how are you?

Speaker speaker_1: Good, pretty good. I'm trying to call about something. Uh, if I have to... I know we don't get any insurance cards, so I was trying to follow up on if we have to go to like the emergency room or went to like a urgent care, what would we have to, have to show them as far as the insurance goes for our company?

Speaker speaker_0: You should get an ID card. Um, sometimes it's emailed to you. But let me pull up your file. What's the name of the, uh, agency you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your-

Speaker speaker_1: Workforce Solutions. Oh, 5820.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Ruben Corley.

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

Speaker speaker_1: Oh, 118 Monroe Street, Anderson, South Carolina, 29624.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 03/02/'89.

Speaker speaker_0: Okay. Phone number, 318-5073.

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: And then email is gonna be last name, first name... first... I'm sorry, last name, first name 1000@gmail.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Yeah, so the ID card for your plan should have been emailed to you, um, which if you haven't received that, I can look it up real quick and email it again.

Speaker speaker_1: If you don't mind, um, will you just-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... do that for me and just email it again, if you get a chance?

Speaker speaker_0: Sure. Give me just a few seconds. Let me look it up and I will be right back.

Speaker speaker_1: All right.

Speaker speaker_0: Alrighty. Thank you so much for holding. So I just sent that to your email.

Speaker speaker_1: All right. Can you hear me?

Speaker speaker_0: No, I... Yeah, I can hear you.

Speaker speaker_1: Yes, I said, you said it went to my email?

Speaker speaker_0: Yes. Uh-huh.

Speaker speaker_1: Okay. So that's all I would need?

Speaker speaker_0: Yep. Just provide it-

Speaker speaker_1: That's all?

Speaker speaker_0: ... to your... Yeah, you just provide it to your doctor and they should be good to go from there.

Speaker speaker_1: All right. Well, I appreciate it. Thank you so much. You have a good one.

Speaker speaker_0: You too. Bye-bye.