

Transcript: VICTORIA

Taylor-5782280555118592-6309475828547584

Full Transcript

Thank you for calling Benefit Center Corps. This is Victoria. How can I help you? Uh, yeah, I'm trying to get my, uh, policy number so I can take it to my vision center. Okay. What's the name of the agency you work for? Uh, SERS. And the last four of your Social? 1478. And your first and last name? Uh, Justin Hardy. All right. Do you mind verifying your address and date of birth? Um, 5151 East Guadalupe Road, 85044, apartment 1024, Phoenix, Arizona, and, uh, 04390. And then phone number is 808-2085? Uh, yes, ma'am. Okay. And email is gonna be, uh, first name reidhardy26@gmail.com? Yes. Okay. So it looks like we actually already emailed the... your visu- or I'm sorry, your vision ID card to you that has everything that you would need for your vision appointment. Uh, let me check it right in this one sec. Um, hold on. Nothing that I see. Okay. And email is justinreed, R-E-I-D, hardy, H-A-R-D-Y, 26@gmail.com? Yeah. Okay. So yeah, it was sent, yes. Well, it was sent Tuesday the 29th. I can just try and forward it back over. Give me one second. 29... Y- Yeah. Also make sure to check your junk and spam folder. Yeah, I'm checking that right now. And I just re-sent it over to you. Oh, uh, y-yes, I got it. All righty. Uh, thank you very much. You're welcome. You have a wonderful day. You too. Thank you. All right.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Corps. This is Victoria. How can I help you?

Speaker speaker_1: Uh, yeah, I'm trying to get my, uh, policy number so I can take it to my vision center.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Uh, SERS.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 1478.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, Justin Hardy.

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

Speaker speaker_1: Um, 5151 East Guadalupe Road, 85044, apartment 1024, Phoenix, Arizona, and, uh, 04390.

Speaker speaker_0: And then phone number is 808-2085?

Speaker speaker_1: Uh, yes, ma'am.

Speaker speaker_0: Okay. And email is gonna be, uh, first name reidhardy26@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So it looks like we actually already emailed the... your visu- or I'm sorry, your vision ID card to you that has everything that you would need for your vision appointment.

Speaker speaker_1: Uh, let me check it right in this one sec. Um, hold on. Nothing that I see.

Speaker speaker_0: Okay. And email is justinreed, R-E-I-D, hardy, H-A-R-D-Y, 26@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So yeah, it was sent, yes. Well, it was sent Tuesday the 29th. I can just try and forward it back over. Give me one second.

Speaker speaker_1: 29... Y-

Speaker speaker_0: Yeah. Also make sure to check your junk and spam folder.

Speaker speaker_1: Yeah, I'm checking that right now.

Speaker speaker_0: And I just re-sent it over to you.

Speaker speaker_1: Oh, uh, y- yes, I got it.

Speaker speaker_0: All righty.

Speaker speaker_1: Uh, 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.

Speaker speaker_1: All right.