

Transcript: VICTORIA

Taylor-5843548858269696-5614970933657600

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria, how can I help you? Yes, um, I, I was wondering how can I replace my, uh, my card? Um, I can try and look up a copy and send it to you. What's the- Okay. ... um, the name of the agency you work for? Uh, Surge. And the last four of your Social? 8843. And your first and last name. First name's gonna be Romero, last name's gonna be Nino. Okay. Do you mind verifying your address and date of birth? 777 Road, uh, Chillicothe, Ohio. Um, uh, date of birth is 10/19/87. And then phone number 321-844-1238? Yes, ma'am. Okay, and then email is gonna be your first name, last name, 621 at gmail.com. Yes, ma'am. Okay. Give me just a few seconds, let me look that up and I can email it to you. Okay, so I just sent that to your email and then I'll also, uh, send a request to have a physical copy sent to you. But it doesn't look like it actually attached to the email, so give me one second, I'm gonna have to resend it. Okay. My email's been acting up lately. Did it come through? Let me check real quick. Okay. Yes, ma'am, it did. Okay, and you see the PDF file that's attached? Yes, ma'am. That's what I opened just now. Yeah, for some reason my email is just messing up, so I'm not, I don't see it on my end, but as long as you're able to open that up and then I will also, um, put in a request to have it sent to your mailing address as well. All righty. All righty, uh, was there anything else you might need help with? That'll be all. All right, you have a wonderful day. You do the same. Thank you, bye-bye. Mm-hmm. 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, um, I, I was wondering how can I replace my, uh, my card?

Speaker speaker_0: Um, I can try and look up a copy and send it to you. What's the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... um, the name of the agency you work for?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 8843.

Speaker speaker_0: And your first and last name.

Speaker speaker_1: First name's gonna be Romero, last name's gonna be Nino.

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

Speaker speaker_1: 777

Speaker speaker_2: Road, uh, Chillicothe, Ohio. Um, uh, date of birth is 10/19/87.

Speaker speaker_0: And then phone number 321-844-1238?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, and then email is gonna be your first name, last name, 621 at gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Give me just a few seconds, let me look that up and I can email it to you. Okay, so I just sent that to your email and then I'll also, uh, send a request to have a physical copy sent to you. But it doesn't look like it actually attached to the email, so give me one second, I'm gonna have to resend it.

Speaker speaker_1: Okay.

Speaker speaker_0: My email's been acting up lately. Did it come through?

Speaker speaker_1: Let me check real quick.

Speaker speaker_0: Okay.

Speaker speaker_1: Yes, ma'am, it did.

Speaker speaker_0: Okay, and you see the PDF file that's attached?

Speaker speaker_1: Yes, ma'am. That's what I opened just now.

Speaker speaker_0: Yeah, for some reason my email is just messing up, so I'm not, I don't see it on my end, but as long as you're able to open that up and then I will also, um, put in a request to have it sent to your mailing address as well.

Speaker speaker_1: All righty.

Speaker speaker_0: All righty, uh, was there anything else you might need help with?

Speaker speaker_1: That'll be all.

Speaker speaker_0: All right, you have a wonderful day.

Speaker speaker_1: You do the same.

Speaker speaker_0: Thank you, bye-bye.

Speaker speaker_1: Mm-hmm. Bye-bye.