

Transcript: VICTORIA

Taylor-5869885681614848-6408499410812928

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. Um, I'm calling regarding, uh... I mean, yeah, m- I, I was, I was an employee from Oxford. Hello? I, I'm here. Yeah. I'm trying to enroll into 90 Degree Benefits, uh, insurance, uh, what do we call? Medical... Yeah, I wanna get, um... Yeah, I was enrolled into BIC but I, uh, I'm trying to get an account with, uh, 90 Degree Benefit, so can you please help me with that, uh, if you don't mind? Okay. What's the last four of your Social? Uh, 4520. 4-5-2-0? Yes, ma'am. And your first and last name? My first name is Kesava, K-E-S-A-V-A, and my last name is N-A-D-A-D-A-V-O-L-U. Do you mind verifying your address and date of birth? Okay. 3058 Lightbridge Court, Southwest Concord, North Carolina, 28027, let go. Your date of birth? April 5th, 1994. Phone number is 669-999-1225. N- 9-1-2-3-5, yeah. Yeah. Email is mq.yourfirstname- Mq.kesha, yeah. Yes, ma'am. Yeah. Uh, it's not my first name, keshav. Your email- Yeah. So my first name is K-E-S-A-V-A but the email is mq.keshav. Just a name change. Oh. Okay. But yeah, mq.keshav- So mq.keshav@gmail.com. Mm-hmm. Perfect number. Okay. So I already see that you're enrolled into the- Yes. ... MEB TelRx. Are you trying to create an online account with 90 Degree Benefit? Oh, exactly. Yes, yes, yes, yes. That's right, yeah. You are right. Okay. I'm trying to do that. You may need to contact them directly. We're just your benefits administrators. Uh, so I couldn't able to get their number. Uh, I was... I, I, I tried to email. I, I'm fed up with them, like, the phone number which they provided is going to somewhere and I don't know, I don't know how do I approach them. Okay. A- are you dialing the phone number 800-833-4296? Exactly, and this is coming to you every time. Are you pressing option one on the prompt system? I think so, yep. Okay. So you definitely wanna make sure to hit option one, otherwise it probably will transfer you over to us. Mm. Would you like me to transfer you to them? Can you please do that? That will help me a lot, ma'am. Okay. Give me just one second. Mm-hmm. Okay.

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. Um, I'm calling regarding, uh... I mean, yeah, m- I, I was, I was an employee from Oxford. Hello?

Speaker speaker_0: I, I'm here.

Speaker speaker_1: Yeah. I'm trying to enroll into 90 Degree Benefits, uh, insurance, uh, what do we call? Medical... Yeah, I wanna get, um... Yeah, I was enrolled into BIC but I, uh, I'm trying to get an account with, uh, 90 Degree Benefit, so can you please help me with that, uh, if you don't mind?

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: Uh, 4520.

Speaker speaker_0: 4-5-2-0?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: My first name is Kesava, K-E-S-A-V-A, and my last name is N-A-D-A-D-A-V-O-L-U.

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

Speaker speaker_1: Okay. 3058 Lightbridge Court, Southwest Concord, North Carolina, 28027, let go.

Speaker speaker_0: Your date of birth?

Speaker speaker_1: April 5th, 1994.

Speaker speaker_0: Phone number is 669-999-1225.

Speaker speaker_1: N- 9-1-2-3-5, yeah. Yeah.

Speaker speaker_0: Email is mq.yourfirstname-

Speaker speaker_1: Mq.kesha, yeah. Yes, ma'am. Yeah. Uh, it's not my first name, keshav.

Speaker speaker_0: Your email-

Speaker speaker_1: Yeah. So my first name is K-E-S-A-V-A but the email is mq.keshav. Just a name change. Oh.

Speaker speaker_0: Okay.

Speaker speaker_1: But yeah, mq.keshav-

Speaker speaker_0: So mq.keshav@gmail.com.

Speaker speaker_1: Mm-hmm. Perfect number.

Speaker speaker_0: Okay. So I already see that you're enrolled into the-

Speaker speaker_1: Yes.

Speaker speaker_0: ... MEB TelRx. Are you trying to create an online account with 90 Degree Benefit?

Speaker speaker_1: Oh, exactly. Yes, yes, yes, yes. That's right, yeah. You are right.

Speaker speaker_0: Okay.

Speaker speaker_1: I'm trying to do that.

Speaker speaker_0: You may need to contact them directly. We're just your benefits administrators.

Speaker speaker_1: Uh, so I couldn't able to get their number. Uh, I was... I, I, I tried to email. I, I'm fed up with them, like, the phone number which they provided is going to somewhere and I don't know, I don't know how do I approach them.

Speaker speaker_0: Okay. A- are you dialing the phone number 800-833-4296?

Speaker speaker_1: Exactly, and this is coming to you every time.

Speaker speaker_0: Are you pressing option one on the prompt system?

Speaker speaker_1: I think so, yep.

Speaker speaker_0: Okay. So you definitely wanna make sure to hit option one, otherwise it probably will transfer you over to us.

Speaker speaker_1: Mm.

Speaker speaker_0: Would you like me to transfer you to them?

Speaker speaker_1: Can you please do that? That will help me a lot, ma'am.

Speaker speaker_0: Okay. Give me just one second.

Speaker speaker_1: Mm-hmm. Okay.