

## **Transcript: VICTORIA**

**Taylor-5882759884881920-6548605745545216**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. My name is Tamara. I'm calling... I signed up for some benefits and I'm wondering how to access what I have. Okay. Well, what's the name of the agency you work for? Doherty Staffing. And the last four of your Social? 3817. Okay. And I'm sorry, your first and last name? Tamara Berg. Do you mind verifying your address and date of birth? Sure. 190 Boundary Street, PO Box 710, Alvarado, Minnesota 56710. Date of birth is 10/28/82. Okay. Does the mailing address need to be your PO box? Yep. Okay. So PO Box 710- Yep. ... Alvarado, um, Minnesota 56710? Correct. Okay. Phone number 218-791-3779? Yep. And then email is just first and last name, 924 at Gmail? Correct. Okay. Have you not received any of your ID cards? Um, I am not sure if I did. They got stuck somewhere. Someone put them... they got stuck somewhere that I don't have. Okay. Um, I can look them up and email you copies. Um- Perfect. Is that all that you were needing, was your ID cards? Yeah, ID cards, and is there the, like, online access to kind of see what the benefits are, or what to... Um, not... I mean, the web- the Benefits on a Card website, that's just, like, to get enrolled into benefits, make changes to your enrollment. I'm not sure it's gonna show any information about what you're enrolled into. Um. Okay. Now, you may be able to set up an online account with the actual insurance companies you have coverage through, but again, that's not something I would know how to do. Okay. Uh, we're just here for- Yep, yep. If I can get those cards, hopefully, fingers crossed, information will be on there. Okay. Um, and then what I can send you is a copy of the benefits guide, um, but that just goes over pretty much all the benefits being offered through your employer. Okay. Give me just a few seconds while I look all this information up and I'll be right back. Okay. I'm hoping I could be seen. You. That's fair. Definitely. 10/28/82. Tamara Berg. I hurt my foot a month ago and it is still awful. Good morning. How are you doing there? So I just sent that to your email. Okay. Thank you. You're welcome. Bye-bye. Bye. Oh, sorry.

### **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, Victoria. My name is Tamara. I'm calling... I signed up for some benefits and I'm wondering how to access what I have.

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

Speaker speaker\_1: Doherty Staffing.

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

Speaker speaker\_1: 3817.

Speaker speaker\_0: Okay. And I'm sorry, your first and last name?

Speaker speaker\_1: Tamara Berg.

Speaker speaker\_0: Do you mind verifying your address and date of birth?

Speaker speaker\_1: Sure. 190 Boundary Street, PO Box 710, Alvarado, Minnesota 56710.

Date of birth is 10/28/82.

Speaker speaker\_0: Okay. Does the mailing address need to be your PO box?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. So PO Box 710-

Speaker speaker\_1: Yep.

Speaker speaker\_0: ... Alvarado, um, Minnesota 56710?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Phone number 218-791-3779?

Speaker speaker\_1: Yep.

Speaker speaker\_0: And then email is just first and last name, 924 at Gmail?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Have you not received any of your ID cards?

Speaker speaker\_1: Um, I am not sure if I did. They got stuck somewhere. Someone put them... they got stuck somewhere that I don't have.

Speaker speaker\_0: Okay. Um, I can look them up and email you copies. Um-

Speaker speaker\_1: Perfect.

Speaker speaker\_0: Is that all that you were needing, was your ID cards?

Speaker speaker\_1: Yeah, ID cards, and is there the, like, online access to kind of see what the benefits are, or what to...

Speaker speaker\_0: Um, not... I mean, the web- the Benefits on a Card website, that's just, like, to get enrolled into benefits, make changes to your enrollment. I'm not sure it's gonna show any information about what you're enrolled into. Um.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Now, you may be able to set up an online account with the actual insurance companies you have coverage through, but again, that's not something I would know how to do.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Uh, we're just here for-

Speaker speaker\_1: Yep, yep. If I can get those cards, hopefully, fingers crossed, information will be on there.

Speaker speaker\_0: Okay. Um, and then what I can send you is a copy of the benefits guide, um, but that just goes over pretty much all the benefits being offered through your employer.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Give me just a few seconds while I look all this information up and I'll be right back.

Speaker speaker\_1: Okay. I'm hoping I could be seen.

Speaker speaker\_3: You.

Speaker speaker\_1: That's fair.

Speaker speaker\_3: Definitely. 10/28/82. Tamara Berg.

Speaker speaker\_1: I hurt my foot a month ago and it is still awful.

Speaker speaker\_0: Good morning.

Speaker speaker\_4: How are you doing there?

Speaker speaker\_0: So I just sent that to your email.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome. Bye-bye.

Speaker speaker\_1: Bye. Oh, sorry.