

Transcript: VICTORIA

Taylor-5898759714422784-5018738045009920

Full Transcript

Thank you for calling Benefits Center Card. This is Victoria. How can I help you? Hi, I was calling... I need my insurance cards that were sent, if y'all could send them through email, 'cause I don't got them through mail yet. My son needs to go to the doctor's appointment. Okay. And what's the name of the agency you're with? MAU. All right. And the last four of your Social? 9364. Okay. And your first and last name? Tyreek Slocumb. All righty. Do you mind verifying your address and date of birth? 5232 St... Oh, no, that's my old address. Sorry. Um, 1000 Etowah Ferry Drive, Acworth, Georgia 30102. Uh, and June 6th, 1998. Phone number 470-580-1972? Yes, ma'am. And then email is just your last name at Gmail? Yes, ma'am. Okay. Give me just a few seconds. I'm gonna look up those ID cards for you and try to send it to your email. Thank you. You're welcome. I'll be right back. All righty. Thank you so much for holding. So, I just sent those to your email. Okay. Thank you very much. Uh, yes, ma'am, I got 'em. Perfect. If you need help with anything else... I do not. Does that have my son's number here too as well? Yes. Those ID cards for... are for you and your son. Okay. Thank you very much. You're welcome. You have a wonderful day. You as well. Thank you. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hi, I was calling... I need my insurance cards that were sent, if y'all could send them through email, 'cause I don't got them through mail yet. My son needs to go to the doctor's appointment.

Speaker speaker_0: Okay. And what's the name of the agency you're with?

Speaker speaker_1: MAU.

Speaker speaker_0: All right. And the last four of your Social?

Speaker speaker_1: 9364.

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

Speaker speaker_1: Tyreek Slocumb.

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

Speaker speaker_1: 5232 St... Oh, no, that's my old address. Sorry. Um, 1000 Etowah Ferry Drive, Acworth, Georgia 30102. Uh, and June 6th, 1998.

Speaker speaker_0: Phone number 470-580-1972?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is just your last name at Gmail?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Give me just a few seconds. I'm gonna look up those ID cards for you and try to send it to your email.

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome. I'll be right back. All righty. Thank you so much for holding. So, I just sent those to your email.

Speaker speaker_1: Okay. Thank you very much. Uh, yes, ma'am, I got 'em.

Speaker speaker_0: Perfect. If you need help with anything else...

Speaker speaker_1: I do not. Does that have my son's number here too as well?

Speaker speaker_0: Yes. Those ID cards for... are for you and your son.

Speaker speaker_1: Okay. Thank you very much.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You as well.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.