

Transcript: VICTORIA

Taylor-5923102021304320-4762988136546304

Full Transcript

Your call may be monitored or reported... Thank you for calling VSP. ... for quality assurance purposes. To continue, you'll need to provide the member's ID number, the last four digits of their social security number and date of birth or the authorization number. If you don't have this information, just give us a call when you have it. Please enter your office phone number, area code first. I'm sorry, that response... Okay. We were able to locate your office. To access information by a member ID, press one. By the last four digits of a social security number, press two. An authorization number, press three. In order to assist you, I need to locate the member's account information. To access information by a member ID, press one. By the last four digits of a social security number, press two. An authorization num-... Enter the last four digits of the member's social security number. Now enter the member's date of birth as month, day and year. For example, for March 5th, 2022, enter 03052022. Now enter the member's date of birth as month, day and year. For example, for March 5th, 2022, enter 0305-... I'm sorry, that response was invalid. Please try again. Now enter the member's date of birth as month, day and year. For example, for March 5th, 2022, enter 03052022. Our records show this member is Jonathan B-W-E-M-B-I-A. If that's correct, press one. If not, press two. Our records show this member is Jonathan B-W-E-M-B-I-A. If that's correct, press one. If not...

Conversation Format

Speaker speaker_0: Your call may be monitored or reported...

Speaker speaker_1: Thank you for calling VSP.

Speaker speaker_0: ... for quality assurance purposes.

Speaker speaker_1: To continue, you'll need to provide the member's ID number, the last four digits of their social security number and date of birth or the authorization number. If you don't have this information, just give us a call when you have it. Please enter your office phone number, area code first. I'm sorry, that response... Okay. We were able to locate your office. To access information by a member ID, press one. By the last four digits of a social security number, press two. An authorization number, press three. In order to assist you, I need to locate the member's account information. To access information by a member ID, press one. By the last four digits of a social security number, press two. An authorization num-... Enter the last four digits of the member's social security number. Now enter the member's date of birth as month, day and year. For example, for March 5th, 2022, enter 03052022. Now enter the member's date of birth as month, day and year. For example, for March 5th, 2022, enter

0305-... I'm sorry, that response was invalid. Please try again. Now enter the member's date of birth as month, day and year. For example, for March 5th, 2022, enter 03052022. Our records show this member is Jonathan B-W-E-M-B-I-A. If that's correct, press one. If not, press two. Our records show this member is Jonathan B-W-E-M-B-I-A. If that's correct, press one. If not...