

Transcript: VICTORIA

Taylor-5924825666994176-5939106181595136

Full Transcript

Thank you for calling Benefits on Hire. This is Victoria. How can I help you? Yes, I have, uh, lost my, uh, insurance card. I want a new key. I used it enough. Uh, what's the name of the agency you work for? NMU. And the last four of your social? 7751. And, uh, your first and last name? Johnny Sprouse. J-O-H-N-N-I-E S-P-R-O-U-S-E. Okay. Uh, do you mind verifying your address and date of birth? 554 Wilder Haven Drive, 86729, 803. My birthday is July 10th, 86. And then phone number 803-508-5681? Yes. And then your email is johnnysprouse@gmail.com? Yes. Okay. Uh, give me just a few seconds. Let me look those up and I can email you copies. Okay. All right. Thank you so much for holding. So I just sent that to your email. You're through? Yeah. I was just letting you know- Hello. ... I just sent that to your email address. Okay. Uh, do I got, um, uh, um, care too? Like- Yes. You have the- I got this too? Okay. Uh-huh. You have the MEC medical plan, you have the dental and the vision for employee only. Okay. Thank you. You're welcome. Did you need help with anything else? No, ma'am. All righty. Well, you- Thank you. You're welcome. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, I have, uh, lost my, uh, insurance card. I want a new key. I used it enough.

Speaker speaker_0: Uh, what's the name of the agency you work for?

Speaker speaker_1: NMU.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 7751.

Speaker speaker_0: And, uh, your first and last name?

Speaker speaker_1: Johnny Sprouse. J-O-H-N-N-I-E S-P-R-O-U-S-E.

Speaker speaker_0: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: 554 Wilder Haven Drive, 86729, 803. My birthday is July 10th, 86.

Speaker speaker_0: And then phone number 803-508-5681?

Speaker speaker_1: Yes.

Speaker speaker_0: And then your email is johnnysprouse@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Uh, give me just a few seconds. Let me look those up and I can email you copies.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Thank you so much for holding. So I just sent that to your email.

Speaker speaker_1: You're through?

Speaker speaker_0: Yeah. I was just letting you know-

Speaker speaker_1: Hello.

Speaker speaker_0: ... I just sent that to your email address.

Speaker speaker_1: Okay. Uh, do I got, um, uh, um, care too? Like-

Speaker speaker_0: Yes. You have the-

Speaker speaker_1: I got this too? Okay.

Speaker speaker_0: Uh-huh. You have the MEC medical plan, you have the dental and the vision for employee only.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. Did you need help with anything else?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All righty. Well, you-

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome. Bye-bye.