

Transcript: VICTORIA

Taylor-5960546573041664-6584763161198592

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Why not? Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi there, my name's Akshita Mehta and, um, recently, uh, I enrolled with, uh, insurance. I... Like, uh, two months ago. I haven't received any, like, little card for insurance or a letter or information. Do you mind checking on it? How can I start utilize- using my medical and dental insurance? Okay, sure. Um, what's the name of the agency you work for? Uh, that- And the last four of your Social? Uh, I'm sorry, what did you say? The last four digits of your Social. 1-1978. Okay. Uh, do you mind verifying your address and date of birth? Yeah, sure. 2118 West Gage Avenue, Fullerton, 92833. Uh, May 23rd, 1979. And then phone number is, uh, 714-553-9233. 553-9233. Yes, the one that I'm calling. Email is gonna be K... Or, I'm sorry, uh, Q-K-S-H-I-T-A- No. ... M-E- A-K, A-K, my first name, last name.bedro@gmail.com. Okay, so it looks like we have something completely different. Do you mind repeating that? Okay, so you have my first name, A-K-S-H-I-T-A M-E-H-T-A.B for boy, E for earing, D for dog, R for rocket, O for okra@gmail.com. Okay, so I have your first name, A-K-S-H-I-T-A, and then your last name, M-E-H-T-A.B-E-D-R-O@gmail.com? B-E-D-R-O. Yes. Okay, so just to make sure, B as in boy, E as in echo, D as in dog, R-O@gmail.com? Yes, that's correct. Okay. Um, I can look up copies of your ID cards and email them to you. Okay. Sounds good. Thank you so much. So, it just to the email or to the mail to? I can submit a request to have it mailed to you as well. Okay, sounds good. Okay, no problem. Give me just a few seconds. Huh? Um, give me just a few seconds, if you will. Oh, sure. I'm gonna put you on a brief hold and I'll be right back. Okay, sure. All righty, thank you so much for holding. So, I just sent copies of those ID cards to your email and also requested to have copies, uh, copies mailed to you. Okay, sounds good. And, uh, um, how can I... Do I have to choose the providers or how does that work? Like... Yeah, so in the body of the email I sent you, I sent instructions on how to find providers in-network. I see. Okay, I'll look over the emails and if I have a question, I, I'll give you guys a call back again. Sure. Did you need- Okay. ... help with anything else? No, that's it. Let me look at it and, um, I think I should be okay with that. Okay, have a good day. Okay. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Why not?

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

Speaker speaker_2: Hi there, my name's Akshita Mehta and, um, recently, uh, I enrolled with, uh, insurance. I... Like, uh, two months ago. I haven't received any, like, little card for insurance or a letter or information. Do you mind checking on it? How can I start utilize- using my medical and dental insurance?

Speaker speaker_0: Okay, sure. Um, what's the name of the agency you work for?

Speaker speaker_2: Uh, that-

Speaker speaker_0: And the last four of your Social?

Speaker speaker_2: Uh, I'm sorry, what did you say?

Speaker speaker_0: The last four digits of your Social.

Speaker speaker_2: 1-1978.

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

Speaker speaker_2: Yeah, sure. 2118 West Gage Avenue, Fullerton, 92833. Uh, May 23rd, 1979.

Speaker speaker_0: And then phone number is, uh, 714-553-9233.

Speaker speaker_2: 553-9233. Yes, the one that I'm calling.

Speaker speaker_0: Email is gonna be K... Or, I'm sorry, uh, Q-K-S-H-I-T-A-

Speaker speaker_2: No.

Speaker speaker_0: ... M-E-

Speaker speaker_2: A-K, A-K, my first name, last name.bedro@gmail.com.

Speaker speaker_0: Okay, so it looks like we have something completely different. Do you mind repeating that?

Speaker speaker_2: Okay, so you have my first name, A-K-S-H-I-T-A M-E-H-T-A.B for boy, E for earring, D for dog, R for rocket, O for okra@gmail.com.

Speaker speaker_0: Okay, so I have your first name, A-K-S-H-I-T-A, and then your last name, M-E-H-T-A.B-E-D-R-O@gmail.com?

Speaker speaker_2: B-E-D-R-O. Yes.

Speaker speaker_0: Okay, so just to make sure, B as in boy, E as in echo, D as in dog, R-O@gmail.com?

Speaker speaker_2: Yes, that's correct.

Speaker speaker_0: Okay. Um, I can look up copies of your ID cards and email them to you.

Speaker speaker_2: Okay. Sounds good. Thank you so much. So, it just to the email or to the mail to?

Speaker speaker_0: I can submit a request to have it mailed to you as well.

Speaker speaker_2: Okay, sounds good. Okay, no problem.

Speaker speaker_0: Give me just a few seconds.

Speaker speaker_2: Huh?

Speaker speaker_0: Um, give me just a few seconds, if you will.

Speaker speaker_2: Oh, sure.

Speaker speaker_0: I'm gonna put you on a brief hold and I'll be right back.

Speaker speaker_2: Okay, sure.

Speaker speaker_0: All righty, thank you so much for holding. So, I just sent copies of those ID cards to your email and also requested to have copies, uh, copies mailed to you.

Speaker speaker_2: Okay, sounds good. And, uh, um, how can I... Do I have to choose the providers or how does that work? Like...

Speaker speaker_0: Yeah, so in the body of the email I sent you, I sent instructions on how to find providers in-network.

Speaker speaker_2: I see. Okay, I'll look over the emails and if I have a question, I, I'll give you guys a call back again.

Speaker speaker_0: Sure. Did you need-

Speaker speaker_2: Okay.

Speaker speaker_0: ... help with anything else?

Speaker speaker_2: No, that's it. Let me look at it and, um, I think I should be okay with that.

Speaker speaker_0: Okay, have a good day.

Speaker speaker_2: Okay. Thank you. Bye-bye.