

## Transcript: VICTORIA

**Taylor-6087372950913024-4900160271990784**

### Full Transcript

Thank you for calling Benefits on the Card. This is Victoria. How can I help you? Yes, ma'am. I'm trying to get my information 'cause I ended up having to go to the hospital. And I have a prescription at a certain place and the lady asked me if I had insurance because the cream that I was prescribed is... How much it is? \$48? It's, like, \$48. So, I got my dental card but we haven't gotten nothing about medical or anything like that. Okay. Uh, what's the name of the agency you work for? Uh, On Track Stashing. And the last four of your Social? 2884. And your first and last name? Uh, it's either gonna be Terrence Quillin, and I have, I also have my spouse on there by the last... Uh, Henry Collins. Okay. Do you mind verifying your address and date of birth? 6229 Bracken Drive, Arbor, Texas 76227. Um, August the 16th, 1988. Phone number 940-510-9212? Yes, ma'am. And then email is gonna be tq223.dadl@gmail.com? Yes, ma'am. Okay. Um, yeah, the medical card is typically emailed to you. Um, so give me just a few seconds. Let me look up, um, copies and I can send it to your email. Okay. I'll be right back. Yes, ma'am. All righty. Thank you so much for holding. So, I went ahead and sent your medical, dental and your vision ID card to your email. Okay. Do you have the other one for my spouse as well? It's gonna be the same ID cards for both of you. She doesn't... Uh, your spouse doesn't get a, a separate one. Okay. So, we have the same information for our cards? Yes, sir. All right. Uh, give me one second. Hold on. Okay, it looks like I got it. Thank you so much. You're welcome. You have a wonderful day. Yes, ma'am. You, too. Thank you. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on the Card. This is Victoria. How can I help you?

Speaker speaker\_1: Yes, ma'am. I'm trying to get my information 'cause I ended up having to go to the hospital. And I have a prescription at a certain place and the lady asked me if I had insurance because the cream that I was prescribed is... How much it is? \$48? It's, like, \$48. So, I got my dental card but we haven't gotten nothing about medical or anything like that.

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

Speaker speaker\_1: Uh, On Track Stashing.

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

Speaker speaker\_1: 2884.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Uh, it's either gonna be Terrence Quillin, and I have, I also have my spouse on there by the last... Uh, Henry Collins.

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

Speaker speaker\_1: 6229 Bracken Drive, Arbor, Texas 76227. Um, August the 16th, 1988.

Speaker speaker\_0: Phone number 940-510-9212?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then email is gonna be tq223.dadl@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Um, yeah, the medical card is typically emailed to you. Um, so give me just a few seconds. Let me look up, um, copies and I can send it to your email.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I'll be right back.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All righty. Thank you so much for holding. So, I went ahead and sent your medical, dental and your vision ID card to your email.

Speaker speaker\_1: Okay. Do you have the other one for my spouse as well?

Speaker speaker\_0: It's gonna be the same ID cards for both of you. She doesn't... Uh, your spouse doesn't get a, a separate one.

Speaker speaker\_1: Okay. So, we have the same information for our cards?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: All right. Uh, give me one second. Hold on. Okay, it looks like I got it. Thank you so much.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: Yes, ma'am. You, too.

Speaker speaker\_0: Thank you. Bye-bye.