

Transcript: VICTORIA

Taylor-6100321283915776-5736044438011904

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Good evening. I was calling to get my insurance card emailed to me, if that was possible. Okay. What's the name of the agency you work for? MAU. And the last four of your social? 8648. Okay. Do you mind, uh, what's your first and last name? Natasha Shore, S-H-O-R-E. And then if you'll just verify your address and date of birth. 3118 Death Row Road, Newberry, South Carolina 29108. Birthday is August 17th, 1998. And then phone number 803-597-9146? Yes, ma'am. And then email is, um, excuse me, natasha_harley@aol.com? Yes, ma'am. Okay. Um, give me just a few seconds. Let me look those up and I will be right back. All right. Thank you. All right. Thank you so much for holding. So I just sent all your ID cards to your email. Um, now I did notice- Okay. ... on your dental ID card, for some reason we have the wrong last name on there. So I am going to have- Okay. ... that updated and then once I get an- Okay. ... updated copy, I'm gonna send that to you. Okay, thank you. You're welcome. You're welcome. Uh-huh. Yeah, let me double-check, make sure I got it. Sure. Yeah, got the email. Okay. Keep up this and... Dental. Okay. Yeah, I got the email. Okay. Was there anything else you needed help with? I think that was it. Okay. And then like I said, once I get the updated copy of your dental ID card, I'll just send another et- email t- uh, to you with that information. All right. Thank you so much. You're welcome. You have a wonderful day. Uh, you as well, ma'am. Thank you. Bye-bye. Mm-hmm. Bye.

Conversation Format

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

Speaker speaker_1: Good evening. I was calling to get my insurance card emailed to me, if that was possible.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 8648.

Speaker speaker_0: Okay. Do you mind, uh, what's your first and last name?

Speaker speaker_1: Natasha Shore, S-H-O-R-E.

Speaker speaker_0: And then if you'll just verify your address and date of birth.

Speaker speaker_1: 3118 Death Row Road, Newberry, South Carolina 29108. Birthday is August 17th, 1998.

Speaker speaker_0: And then phone number 803-597-9146?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is, um, excuse me, natasha_harley@aol.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, give me just a few seconds. Let me look those up and I will be right back.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: All right. Thank you so much for holding. So I just sent all your ID cards to your email. Um, now I did notice-

Speaker speaker_2: Okay.

Speaker speaker_0: ... on your dental ID card, for some reason we have the wrong last name on there. So I am going to have-

Speaker speaker_2: Okay.

Speaker speaker_0: ... that updated and then once I get an-

Speaker speaker_2: Okay.

Speaker speaker_0: ... updated copy, I'm gonna send that to you.

Speaker speaker_2: Okay, thank you.

Speaker speaker_0: You're welcome. You're welcome.

Speaker speaker_2: Uh-huh. Yeah, let me double-check, make sure I got it.

Speaker speaker_0: Sure.

Speaker speaker_2: Yeah, got the email.

Speaker speaker_0: Okay.

Speaker speaker_2: Keep up this and... Dental. Okay. Yeah, I got the email.

Speaker speaker_0: Okay. Was there anything else you needed help with?

Speaker speaker_2: I think that was it.

Speaker speaker_0: Okay. And then like I said, once I get the updated copy of your dental ID card, I'll just send another et- email t- uh, to you with that information.

Speaker speaker_2: All right. Thank you so much.

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

Speaker speaker_2: Uh, you as well, ma'am.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_2: Mm-hmm. Bye.