

Transcript: VICTORIA

Taylor-6122092151226368-4930591853428736

Full Transcript

Thank you for calling Benefits on a Card. This is State 4-IA. How can I help you? Hey, how you doing? Yes. My name is Keandre Hicks. Um, I never received my, um, my insurance card. Okay. What's the name of the agency you work for? Um, Partners Personal. And the last four of your social? Uh, 2656. All right. And your first and last name again? Keandre Hicks. Do you mind, uh, verifying your address and date of birth? 1144 Honey Lane, Chester, South Carolina, 62797. And phone number 803-718-3210. Yeah, that's right. And an email is first and last name 55 at Gmail? Yeah, that's correct. Okay. Give me just a quick second, let me look at your ID comments and I'll be right back. Okay. Alrighty, thank you so much for holding. I've just sent that to your email address. Okay, all right. Yes, sir. Do you need help with anything else? Yes, hello. Yeah, just a quick question. Um, do my plan... Is the plan that I have, do it have anything with, um, with medication or, or something like that? Me getting my medication? Um, so we do have coverage for medications under the VIP standard, which if it is a covered medication it would be covered at 10, 20 or \$30 and then you'd pay the re- the rest of it. Okay, okay. All right. Yes, sir. All right, thanks. Was there anything else you might need help with? No, ma'am. That was all. All righty. You have a wonderful day. All right, thanks. Okay, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is State 4-IA. How can I help you?

Speaker speaker_1: Hey, how you doing? Yes. My name is Keandre Hicks. Um, I never received my, um, my insurance card.

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

Speaker speaker_1: Um, Partners Personal.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Uh, 2656.

Speaker speaker_0: All right. And your first and last name again?

Speaker speaker_1: Keandre Hicks.

Speaker speaker_0: Do you mind, uh, verifying your address and date of birth?

Speaker speaker_1: 1144 Honey Lane, Chester, South Carolina, 62797.

Speaker speaker_0: And phone number 803-718-3210.

Speaker speaker_1: Yeah, that's right.

Speaker speaker_0: And an email is first and last name 55 at Gmail?

Speaker speaker_1: Yeah, that's correct.

Speaker speaker_0: Okay. Give me just a quick second, let me look at your ID comments and I'll be right back.

Speaker speaker_1: Okay.

Speaker speaker_0: Alrighty, thank you so much for holding. I've just sent that to your email address.

Speaker speaker_1: Okay, all right.

Speaker speaker_0: Yes, sir. Do you need help with anything else?

Speaker speaker_1: Yes, hello. Yeah, just a quick question. Um, do my plan... Is the plan that I have, do it have anything with, um, with medication or, or something like that? Me getting my medication?

Speaker speaker_0: Um, so we do have coverage for medications under the VIP standard, which if it is a covered medication it would be covered at 10, 20 or \$30 and then you'd pay the re- the rest of it.

Speaker speaker_1: Okay, okay. All right.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right, thanks.

Speaker speaker_0: Was there anything else you might need help with?

Speaker speaker_1: No, ma'am. That was all.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: All right, thanks.

Speaker speaker_0: Okay, bye-bye.