

Transcript: VICTORIA

Taylor-6127260431597568-6589981853794304

Full Transcript

Thank you for calling . This is Victoria. How can I help you? I need to get my insurance card number so I can go to a walk-in clinic, and I don't know where to access that at. Okay. Uh, what's the name of the agency you work for? Uh, ISS. All right. And the last four of your Social? 8472. And, uh, your first and last name? Jasmine Sutton. All right, do you mind verifying your address and date of birth? Mm-hmm. My date of birth is 6/24/05, and then I believe the address I used whenever I set up that account was 6968 Woodlawn, or County Highway 15, Woodlawn. Okay, so it looks like I have 551 County Road 1- 1800 North. ... That's correct. Okay. That was my old address. Does it need to be updated? Uh, yeah, it does, but I won't do it right now because I actually, I just moved into this address and I don't really remember the address off the top of my head. I'm just trying to get to the... Okay. Phone number is gonna be 618-599-2647? Yes, ma'am. And then email is firstname.lastname1@icloud.com? Yes, ma'am. Okay. So it looks like they actually, uh, emailed the ID card to you based on your plan. Um, give me just a few seconds so I can look it up, and I can send it to your email again. Okay, thank you. All righty, thank you so much for holding. So I just sent that ID card to your email. Okay, thank you so much. You're welcome. Do you need help with anything else? I do not believe so. Great. You have a wonderful day. You too. Thank you. Bye-bye. Bye-bye. Did you mean to disconnect your call? Oh, I'm sorry. I thought I did.

Conversation Format

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

Speaker speaker_1: I need to get my insurance card number so I can go to a walk-in clinic, and I don't know where to access that at.

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

Speaker speaker_1: Uh, ISS.

Speaker speaker_0: All right. And the last four of your Social?

Speaker speaker_1: 8472.

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

Speaker speaker_1: Jasmine Sutton.

Speaker speaker_0: All right, do you mind verifying your address and date of birth?

Speaker speaker_1: Mm-hmm. My date of birth is 6/24/05, and then I believe the address I used whenever I set up that account was 6968 Woodlawn, or County Highway 15, Woodlawn.

Speaker speaker_0: Okay, so it looks like I have 551 County Road 1- 1800 North. ... That's correct. Okay. That was my old address. Does it need to be updated?

Speaker speaker_1: Uh, yeah, it does, but I won't do it right now because I actually, I just moved into this address and I don't really remember the address off the top of my head. I'm just trying to get to the...

Speaker speaker_0: Okay. Phone number is gonna be 618-599-2647?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is firstname.lastname1@icloud.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So it looks like they actually, uh, emailed the ID card to you based on your plan. Um, give me just a few seconds so I can look it up, and I can send it to your email again.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: All righty, thank you so much for holding. So I just sent that ID card to your email.

Speaker speaker_1: Okay, thank you so much.

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

Speaker speaker_1: I do not believe so.

Speaker speaker_0: Great. You have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Did you mean to disconnect your call?

Speaker speaker_1: Oh, I'm sorry. I thought I did.