

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello. My name Pavel Dmitriev, and, um, I calling because I didn't receive card yet and, uh, for my PayStop already was, already was taken money three times. So I was wondering, um, when I will get it. Okay. What's the name of your employer? Um, well Stella or Jane. I don't know, it's the same company. Okay. And the last four of your Social? Uh, last four of my social. Um, 4244. And I'm sorry, your first and last name again? Pavel Dmitriev. Okay. How do you spell your first name? How I spell my name? Um, Pavel. Is it P- Uh, P, P, Pa-, P, Pavel. P-A-V-, uh, E-L? Yes, correct. And then last name is D-M-I-T-R-I-E-V? Uh, D-M-I-T-R... I-E-V. Okay. So for your last name is it D as in dog or G as in girl? No, D as a duck. Okay. And then M as in Mary, I, T as in Tom, R-I-E-V. Correct? Correct. Okay. Do you mind verifying your address and date of birth? Yes. Um, my add- uh, my address 14500 North, North, uh, North Street 29 Place, Apartment 328, Bellevue, zip code, uh, 98007. My, uh, my date of birth, uh, 05/07/2001. Okay. And then your phone number is 360-441-6617. Correct. And then your email is just your first initial, your last name spelled out, and then 615 at Gmail. Correct. Okay. So based on the plan that you have, the ID card for that is typically emailed versus being sent by mail. Have you received it by email? No. Okay. I can look it up for you and I can resend it. Um, give me just a few seconds and I'm going to look it up. I'll be right back, okay? Okay. All righty, thank you so much for holding. So I just sent that to your email address. Okay. So and again, that card, um, only, uh, will show so, um, I'm not gonna get, uh, by, uh, mail? Yeah, they typically only- It goes through the buffer. Yeah, they typically only send it by email. Okay. But it'll work just the same. You can just print it out and, uh, you know, show it to your provider. Or if your provider's okay with this, you can even forward the email to them. Okay. Okay. Mm-hmm. Thank you. You're welcome. All right, thank you. Bye-bye. Did you need help with anything else? I think that's it for now. Okay. Thank you. You have a wonderful night. Mm-hmm, you too. Bye-bye. Bye-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: Hello. My name Pavel Dmitriev, and, um, I calling because I didn't receive card yet and, uh, for my PayStop already was, already was taken money three times. So I was wondering, um, when I will get it.

Speaker speaker_0: Okay. What's the name of your employer?

Speaker speaker_1: Um, well Stella or Jane. I don't know, it's the same company.

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

Speaker speaker_1: Uh, last four of my social. Um, 4244.

Speaker speaker_0: And I'm sorry, your first and last name again?

Speaker speaker_1: Pavel Dmitriev.

Speaker speaker_0: Okay. How do you spell your first name?

Speaker speaker_1: How I spell my name? Um, Pavel.

Speaker speaker_0: Is it P-

Speaker speaker_1: Uh, P, P, Pa-, P, Pavel.

Speaker speaker_0: P-A-V-, uh, E-L?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: And then last name is D-M-I-T-R-I-E-V?

Speaker speaker_1: Uh, D-M-I-T-R... I-E-V.

Speaker speaker_0: Okay. So for your last name is it D as in dog or G as in girl?

Speaker speaker_1: No, D as a duck.

Speaker speaker_0: Okay. And then M as in Mary, I, T as in Tom, R-I-E-V. Correct?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Yes. Um, my add- uh, my address 14500 North, North, uh, North Street 29 Place, Apartment 328, Bellevue, zip code, uh, 98007. My, uh, my date of birth, uh, 05/07/2001.

Speaker speaker_0: Okay. And then your phone number is 360-441-6617.

Speaker speaker_1: Correct.

Speaker speaker_0: And then your email is just your first initial, your last name spelled out, and then 615 at Gmail.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So based on the plan that you have, the ID card for that is typically emailed versus being sent by mail. Have you received it by email?

Speaker speaker_1: No.

Speaker speaker_0: Okay. I can look it up for you and I can resend it. Um, give me just a few seconds and I'm going to look it up. I'll be right back, okay?

Speaker speaker_1: Okay.

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

Speaker speaker_1: Okay. So and again, that card, um, only, uh, will show so, um, I'm not gonna get, uh, by, uh, mail?

Speaker speaker_0: Yeah, they typically only-

Speaker speaker_1: It goes through the buffer.

Speaker speaker_0: Yeah, they typically only send it by email.

Speaker speaker_1: Okay.

Speaker speaker_0: But it'll work just the same. You can just print it out and, uh, you know, show it to your provider. Or if your provider's okay with this, you can even forward the email to them.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_1: All right, thank you. Bye-bye.

Speaker speaker_0: Did you need help with anything else?

Speaker speaker_1: I think that's it for now.

Speaker speaker_0: Okay.

Speaker speaker_1: Thank you.

Speaker speaker_0: You have a wonderful night.

Speaker speaker_1: Mm-hmm, you too. Bye-bye.

Speaker speaker_0: Bye-bye.