

## **Transcript: VICTORIA**

**Taylor-6161636353589248-6309832321089536**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Forward, this is Victoria. How can I help you? Hi, Victoria. My name is Naomi Heredia and I work with On- On Track Staffing. And I was calling to see if I had any other medical coverage through you guys, because I just got off the phone with APL uh, and they said I didn't have medical coverage. So I was wanting to know, to verify if I had it with somebody else or who... Or if I had it at all. Okay. Uh, what's the last four of your social? 6089. Okay. Do you mind verifying your address and date of birth? 04/16/1990. Um, my address is 2801 Denton Tap Road, Lewisville, Texas 71414. Okay. It looks like I have 1919 Colorado Boulevard. Okay. Yeah, so they changed it. That... I was telling you my old address, but that's my recent address. Okay, cool. So they did change it. Mm-hmm. Mm-hmm. And then, uh, phone number 469-451-8445? Yeah. Uh-huh. Mm-hmm. Okay. And then email is going to be first initial, last name, 100@yahoo.com. Mm-hmm. Okay. Give me one second. Okay. Yeah. I don't see that you're enrolled into medical currently. It looks like you just have dental, short-term disability, critical illness and vision for yourself. Okay. All right. Well, thank you. You're welcome. Did you need help with anything else? Mm. That's it. All right. You have a wonderful day. Thank you. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits Forward, this is Victoria. How can I help you?

Speaker speaker\_2: Hi, Victoria. My name is Naomi Heredia and I work with On- On Track Staffing. And I was calling to see if I had any other medical coverage through you guys, because I just got off the phone with APL uh, and they said I didn't have medical coverage. So I was wanting to know, to verify if I had it with somebody else or who... Or if I had it at all.

Speaker speaker\_1: Okay. Uh, what's the last four of your social?

Speaker speaker\_2: 6089.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: 04/16/1990. Um, my address is 2801 Denton Tap Road, Lewisville, Texas 71414.

Speaker speaker\_1: Okay. It looks like I have 1919 Colorado Boulevard.

Speaker speaker\_2: Okay. Yeah, so they changed it. That... I was telling you my old address, but that's my recent address. Okay, cool. So they did change it. Mm-hmm. Mm-hmm.

Speaker speaker\_1: And then, uh, phone number 469-451-8445?

Speaker speaker\_2: Yeah. Uh-huh. Mm-hmm.

Speaker speaker\_1: Okay. And then email is going to be first initial, last name, 100@yahoo.com.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay. Give me one second.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yeah. I don't see that you're enrolled into medical currently. It looks like you just have dental, short-term disability, critical illness and vision for yourself.

Speaker speaker\_2: Okay. All right. Well, thank you.

Speaker speaker\_1: You're welcome. Did you need help with anything else?

Speaker speaker\_2: Mm. That's it.

Speaker speaker\_1: All right. You have a wonderful day.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Thank you. Bye-bye.