

## **Transcript: VICTORIA**

**Taylor-6193092107223040-6651932388933632**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? My name is Mary Sabin Forestal. Uh, I'm enrolled in your, on Benefit Card since, um, three weeks. I, uh, never received the card. Okay. What's the name of the agency you work through? Mary Sabin Forestal Maryland area. What is the name of the staffing agency you work through? Resources. I'm sorry? The Resources, Resource... The Resource Company? Yes. What is the last four of your social? Uh, 6305. Do you mind verifying your address and date of birth? 3501 Ramsey Street, Apartment 2C High Point 27265 North Carolina. On, uh, April 1st, April 1st, 1971. Phone number, 281-854-9184? Yes. Email is gonna be S-A-B-I-N-E F-O-R-E-S-T-A-L@gmail.com? Yes, ma'am. Okay. And you have not received any of your ID cards? No. Okay. I can look those up and email them to you. Give me just a few seconds. Okay. Okay. I just sent those to your email address. Okay. Do you need help with anything else? No, thanks. You're welcome. You have a wonderful day. 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: My name is Mary Sabin Forestal. Uh, I'm enrolled in your, on Benefit Card since, um, three weeks. I, uh, never received the card.

Speaker speaker\_0: Okay. What's the name of the agency you work through?

Speaker speaker\_1: Mary Sabin Forestal Maryland area.

Speaker speaker\_0: What is the name of the staffing agency you work through?

Speaker speaker\_1: Resources.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: The Resources, Resource...

Speaker speaker\_0: The Resource Company?

Speaker speaker\_1: Yes.

Speaker speaker\_0: What is the last four of your social?

Speaker speaker\_1: Uh, 6305.

Speaker speaker\_0: Do you mind verifying your address and date of birth?

Speaker speaker\_1: 3501 Ramsey Street, Apartment 2C High Point 27265 North Carolina. On, uh, April 1st, April 1st, 1971.

Speaker speaker\_0: Phone number, 281-854-9184?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Email is gonna be S-A-B-I-N-E F-O-R-E-S-T-A-L@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And you have not received any of your ID cards?

Speaker speaker\_1: No.

Speaker speaker\_0: Okay. I can look those up and email them to you. Give me just a few seconds.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. I just sent those to your email address.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you need help with anything else?

Speaker speaker\_1: No, thanks.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: You too. Bye bye.

Speaker speaker\_0: Bye bye.