

Transcript: VICTORIA

Taylor-6236152034017280-5800052463288320

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, my name is Shundria Ramblers, and I was just calling to request a digital copy of my insurance. Okay. Uh, what's the name of the agency you work for? Surge. Okay. And the last four of your social? 6486. And, uh, your first and last name again? Shundria Ramblers. Okay. Uh, do you mind verifying your address and date of birth? Uh, 85 Ridge Street, West Point, Mississippi 39773, and my date of birth is January 25th, 2002. And then phone number is 662-295-6613? Yes, ma'am. Email is first and last name, 15, at gmail.com? Yes. Yes, ma'am. Okay. Give me just a few seconds. Let me look that up and I'll be right back. Okay. All righty. Thank you so much for holding. So it looks like the ID card is not yet available. Um, it typically takes about, um, 72 business hours of the coverage becoming active to have access to that. But with the holidays being this week, it could have pushed it back a little bit. Um, so what I can do is I will reach out, uh, to upper management and see if I can get a copy of that ID card and then follow up with you from there. Okay. 'Cause I, I was just wondering. He said to call back today and see if I could, uh, get a digital copy. Yeah. Typically, we would have it available. Like I said, it typically just takes 72 business hours. Um, so usually like the Thursday or Friday of your coverage being active, we have access to it. But I'm assuming because of the holidays, that might be why it's not yet available. Yes, ma'am. Um, but I'll definitely go ahead and reach out and see if I can get a copy of that and then just follow up with you from there. Okay. Will y'all email it to me or y'all will call back? Yeah, I'll, I'll... As soon as I get access to it, I'll send it to your email. Yes, ma'am. Okay. Well, thank you. You're welcome. You have a wonderful day. You too. 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 on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Yes, my name is Shundria Ramblers, and I was just calling to request a digital copy of my insurance.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Surge.

Speaker speaker_1: Okay. And the last four of your social?

Speaker speaker_2: 6486.

Speaker speaker_1: And, uh, your first and last name again?

Speaker speaker_2: Shundria Ramblers.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, 85 Ridge Street, West Point, Mississippi 39773, and my date of birth is January 25th, 2002.

Speaker speaker_1: And then phone number is 662-295-6613?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Email is first and last name, 15, at gmail.com?

Speaker speaker_2: Yes. Yes, ma'am.

Speaker speaker_1: Okay. Give me just a few seconds. Let me look that up and I'll be right back.

Speaker speaker_2: Okay.

Speaker speaker_1: All righty. Thank you so much for holding. So it looks like the ID card is not yet available. Um, it typically takes about, um, 72 business hours of the coverage becoming active to have access to that. But with the holidays being this week, it could have pushed it back a little bit. Um, so what I can do is I will reach out, uh, to upper management and see if I can get a copy of that ID card and then follow up with you from there.

Speaker speaker_2: Okay. 'Cause I, I was just wondering. He said to call back today and see if I could, uh, get a digital copy.

Speaker speaker_1: Yeah. Typically, we would have it available. Like I said, it typically just takes 72 business hours. Um, so usually like the Thursday or Friday of your coverage being active, we have access to it. But I'm assuming because of the holidays, that might be why it's not yet available.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Um, but I'll definitely go ahead and reach out and see if I can get a copy of that and then just follow up with you from there.

Speaker speaker_2: Okay. Will y'all email it to me or y'all will call back?

Speaker speaker_1: Yeah, I'll, I'll... As soon as I get access to it, I'll send it to your email.

Speaker speaker_2: Yes, ma'am. Okay. Well, thank you.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.