

Transcript: VICTORIA

Taylor-6261094937313280-6316231714193408

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, Victoria. Um, I was hoping to possibly receive my insurance information through email since I'm having to, um, um, since I'm having to, uh, by request by my, uh, doctor's office. So... Okay. What's the name of the agency you work for? Um, it was Terra Staffing but now it's Versa Total. Okay. Do you mind verifying your address and date of birth? Sure. My address is going to be 2100 Lake Washington Boulevard North. Um, date of birth is gonna be 10/4/2000. Okay, and I'm sorry, what is your name and the last four of your Social? John 2000 9507. Gotcha. Uh, phone number 206-376-8342. Yep, that's me. And then email is first and last name 12345 at Gmail? Yep, that's it. Okay. Give me just a few seconds. Let me look those up and I'll be right back. Thank you. All righty, thank you so much for holding. So I just sent those to your email. Oh, perfect. Okay, that's so good. Hmm. And what is the, uh, company called? Like, uh, let's say, like, if they were to ask me what am I... like, what company am I insured by, what is the name of the company? Yeah, so all of that information's on the ID card but both your medical and dental is- APL. ... through, uh, yeah, American Public Life. Okay, perfect. Okay, thank you very much for your help. You're welcome. Have a good day. Likewise, take care. Thank you, 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: Hey, Victoria. Um, I was hoping to possibly receive my insurance information through email since I'm having to, um, um, since I'm having to, uh, by request by my, uh, doctor's office. So...

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Um, it was Terra Staffing but now it's Versa Total.

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

Speaker speaker_1: Sure. My address is going to be 2100 Lake Washington Boulevard North. Um, date of birth is gonna be 10/4/2000.

Speaker speaker_0: Okay, and I'm sorry, what is your name and the last four of your Social?

Speaker speaker_1: John 2000 9507.

Speaker speaker_0: Gotcha. Uh, phone number 206-376-8342.

Speaker speaker_1: Yep, that's me.

Speaker speaker_0: And then email is first and last name 12345 at Gmail?

Speaker speaker_1: Yep, that's it.

Speaker speaker_0: Okay. Give me just a few seconds. Let me look those up and I'll be right back.

Speaker speaker_1: Thank you.

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

Speaker speaker_1: Oh, perfect. Okay, that's so good. Hmm. And what is the, uh, company called? Like, uh, let's say, like, if they were to ask me what am I... like, what company am I insured by, what is the name of the company?

Speaker speaker_0: Yeah, so all of that information's on the ID card but both your medical and dental is-

Speaker speaker_1: APL.

Speaker speaker_0: ... through, uh, yeah, American Public Life.

Speaker speaker_1: Okay, perfect. Okay, thank you very much for your help.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: Likewise, take care.

Speaker speaker_0: Thank you, bye-bye.