

## Transcript: VICTORIA

**Taylor-6262768571957248-5235051013521408**

### Full Transcript

Thank you for calling Benefits and a Card. This is Victoria. How can I help you? Hi, uh, I just, um, moved recently and I wanted to see if I can, uh, update my address for you guys. Okay, sure. What's the name of the agency you work for? Uh, it is, uh, Verstela, V-E-R-S-T-E-L-A. And the, uh, last four of your Social? Uh, 0066. Okay, let's see. And your first and last name. Uh, it's, uh, Steven Blevins. Okay. And then do you mind verifying your, uh, date of birth? Uh, yeah. It's 08/20/1996. Okay. Now, I have the address as 4139 12th Avenue. Is that the one that needs to be updated? Uh yeah, correct. It's different now. Okay. What's the current address? Uh, it is 16008, uh, 3rd, 3-R-D, uh, Place South, uh, Unit B, uh, Burien, Washington 98148. And let me know if you need any of that again. Okay. Uh, just to make sure, I have 16008 3rd Place South, Unit D, and then the zip code- Sorry. ... is going to be 9- It's, uh, Unit C as in, um, like cookie and... Oh, okay. Gotcha. Sorry about that. And then, um, you said the zip code is 98148? Uh, yeah, correct. Okay. Is it Seattle? Uh, Burien, B-U-R-I-E-N, Washington. Pretty much Seattle. Huh. Okay, yeah, 'cause it's pulling up, uh, Seattle on my end. Okay. I think that should be... I mean, that should probably be fine but... Okay. And then- That'd be it. ... just to make sure, phone number is, uh, 423-782-6577? Yeah. That's correct. And then email is, uh, last name and then S-D-the number-7@gmail.com? Yeah, correct. Okay. All righty. I will go ahead and update that address. And, um, was that all you needed help with? Uh, yeah, that'd be it. Thank you very much. You're welcome. You have a wonderful day. All right. You too. Bye. Bye

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hi, uh, I just, um, moved recently and I wanted to see if I can, uh, update my address for you guys.

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

Speaker speaker\_1: Uh, it is, uh, Verstela, V-E-R-S-T-E-L-A.

Speaker speaker\_0: And the, uh, last four of your Social?

Speaker speaker\_1: Uh, 0066.

Speaker speaker\_0: Okay, let's see. And your first and last name.

Speaker speaker\_1: Uh, it's, uh, Steven Blevins.

Speaker speaker\_0: Okay. And then do you mind verifying your, uh, date of birth?

Speaker speaker\_1: Uh, yeah. It's 08/20/1996.

Speaker speaker\_0: Okay. Now, I have the address as 4139 12th Avenue. Is that the one that needs to be updated?

Speaker speaker\_1: Uh yeah, correct. It's different now.

Speaker speaker\_0: Okay. What's the current address?

Speaker speaker\_1: Uh, it is 16008, uh, 3rd, 3-R-D, uh, Place South, uh, Unit B, uh, Burien, Washington 98148. And let me know if you need any of that again.

Speaker speaker\_0: Okay. Uh, just to make sure, I have 16008 3rd Place South, Unit D, and then the zip code-

Speaker speaker\_1: Sorry.

Speaker speaker\_0: ... is going to be 9-

Speaker speaker\_1: It's, uh, Unit C as in, um, like cookie and...

Speaker speaker\_0: Oh, okay. Gotcha. Sorry about that. And then, um, you said the zip code is 98148?

Speaker speaker\_1: Uh, yeah, correct.

Speaker speaker\_0: Okay. Is it Seattle?

Speaker speaker\_1: Uh, Burien, B-U-R-I-E-N, Washington. Pretty much Seattle.

Speaker speaker\_0: Huh. Okay, yeah, 'cause it's pulling up, uh, Seattle on my end.

Speaker speaker\_1: Okay. I think that should be... I mean, that should probably be fine but...

Speaker speaker\_0: Okay. And then-

Speaker speaker\_1: That'd be it.

Speaker speaker\_0: ... just to make sure, phone number is, uh, 423-782-6577?

Speaker speaker\_1: Yeah. That's correct.

Speaker speaker\_0: And then email is, uh, last name and then S-D-the number-7@gmail.com?

Speaker speaker\_1: Yeah, correct.

Speaker speaker\_0: Okay. All righty. I will go ahead and update that address. And, um, was that all you needed help with?

Speaker speaker\_1: Uh, yeah, that'd be it. Thank you very much.

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

Speaker speaker\_1: All right. You too. Bye.

Speaker speaker\_0: Bye