

## **Transcript: VICTORIA**

**Taylor-6293091331129344-6473811542458368**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Vatoria. How can I help you? Uh, hi. Um, so I was just working to, um, get a, get a claim, uh, submitted through American Public Life and they let me know that my policy, or I guess Benefits in a Card membership is still open, but, um, my employment under them ended 12/30, so I just wanted to check and possibly close that out. Okay. What's the, um, name of the agency you work for? Uh, Creative Circle. And the last four of your Social? 8019. And, uh, your first and last name? It's Sena, S-E-N-A, and then last name Baba, B-A-B-A. Okay. And, uh, do you mind verifying your address and date of birth? Yep. Um, address is 425 Pleasantville Road, Briarclles Manor, New York, 10510. Um, and then my date of birth is August 8th, 1997. And, uh, what would be a good phone number for you? Uh, this phone number, it's, um, 914-391-7813. And then phone, uh, email is, uh, first name, last name, 88 at hotmail? Correct. Okay. Yeah, I don't see that you have active coverage with us anymore. It looks like it, uh, rolled over to COBRA, so, um, unless you continue it with COBRA, it just, like it's just not active. Okay, so I don't need to do anything then? Nope. Okay, amazing. All right. Well, thank you for confirming that. Yes, sir. You have a wonderful day. You too. Bye. Thank you. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Uh, hi. Um, so I was just working to, um, get a, get a claim, uh, submitted through American Public Life and they let me know that my policy, or I guess Benefits in a Card membership is still open, but, um, my employment under them ended 12/30, so I just wanted to check and possibly close that out.

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

Speaker speaker\_1: Uh, Creative Circle.

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

Speaker speaker\_1: 8019.

Speaker speaker\_0: And, uh, your first and last name?

Speaker speaker\_1: It's Sena, S-E-N-A, and then last name Baba, B-A-B-A.

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

Speaker speaker\_1: Yep. Um, address is 425 Pleasantville Road, Briarclles Manor, New York, 10510. Um, and then my date of birth is August 8th, 1997.

Speaker speaker\_0: And, uh, what would be a good phone number for you?

Speaker speaker\_1: Uh, this phone number, it's, um, 914-391-7813.

Speaker speaker\_0: And then phone, uh, email is, uh, first name, last name, 88 at hotmail?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Yeah, I don't see that you have active coverage with us anymore. It looks like it, uh, rolled over to COBRA, so, um, unless you continue it with COBRA, it just, like it's just not active.

Speaker speaker\_1: Okay, so I don't need to do anything then?

Speaker speaker\_0: Nope.

Speaker speaker\_1: Okay, amazing. All right. Well, thank you for confirming that.

Speaker speaker\_0: Yes, sir. You have a wonderful day.

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: Thank you. Bye-bye.