

Transcript: VICTORIA

Taylor-6395101295624192-5520275379011584

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, is this Ms. Bloom? Hello? Hi, is this Ms. Bloom? Yes. This is. Hey, this is Victoria with Benefits on a Card. We just spoke. I'm looking at your address and I wanted to make sure we have it spelled correctly. Um, should it be spelled L-A-U-R-A-D-A-L-E? No, it's A-L... um, hold on. It's um, A-L-U-D-E-R, L-A-L. Okay, so L-A-U-R-A-D-A-L? No, no, no. No. L, L as in look, A as in apple, U as in umbrella, D as in dad, E as in elephant, R as in ran, D as in dad, A as in apple, L as in look, E as in elephant. Okay, so let me just make sure I got it right. L-A-U-D-E-R D-A-L-E? Yes. Okay. And then it's apartment- Apartment D. Yes. And that's in Glass, Kentucky 24141? Uh, Glasgow. G-A-L, or G-A-S-G-O-W. So G-L-A-S-G-O-W? Yes. Okay. All right. So Glasgow, Kentucky 24141. No, two... Yeah. Okay, so 24141 for the ZIP code? Well, according to my bill here it's 4-, 42141. Oh, goodness. Okay. Um, what was that again? It's, uh, Glasgow, Kentucky. Yeah, what was the ZIP code on that again? My house is, um, 24... 141. Okay, so is that the, the ZIP code that should be attached to the address we have on file? I believe so 'cause that's what I was told that was the ZIP code but my, um, my, uh, electric bill here says 42141. 42141? Yeah. Let me see if I can just look it up and see which one's the right one. Yeah, that is p- the 42141 is popping up for Glasgow. Okay. Let me see what the other one pops up as. Yeah, 24141 pops up as Radford, Virginia. Oh, okay. So I'll go ahead and- So it's Glasgow, Kentucky. Yes, ma'am. All righty, I'll go ahead and update the ZIP code to 42141. Okay, thank you. Yes, ma'am, and I think we got your address all put together now so just to make sure I got everything right, it's 250 L-A-U-D-E-R D-A-L-E Drive, Apartment D in Glasgow, Kentucky 42141. Yes. All righty. That's all I needed to verify with you. I knew it looked a little off, so I just wanted to make sure. Yes. Good thing because I wouldn't have never got my card. Yes, ma'am. All righty. You have a wonderful day. All right, thank you. Bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hey, is this Ms. Bloom?

Speaker speaker_2: Hello?

Speaker speaker_1: Hi, is this Ms. Bloom?

Speaker speaker_2: Yes. This is.

Speaker speaker_1: Hey, this is Victoria with Benefits on a Card. We just spoke. I'm looking at your address and I wanted to make sure we have it spelled correctly. Um, should it be spelled L-A-U-R-A-D-A-L-E?

Speaker speaker_2: No, it's A-L... um, hold on. It's um, A-L-U-D-E-R, L-A-L.

Speaker speaker_1: Okay, so L-A-U-R-A-D-A-L?

Speaker speaker_2: No, no, no. No. L, L as in look, A as in apple, U as in umbrella, D as in dad, E as in elephant, R as in ran, D as in dad, A as in apple, L as in look, E as in elephant.

Speaker speaker_1: Okay, so let me just make sure I got it right. L-A-U-D-E-R D-A-L-E?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then it's apartment-

Speaker speaker_2: Apartment D. Yes.

Speaker speaker_1: And that's in Glass, Kentucky 24141?

Speaker speaker_2: Uh, Glasgow. G-A-L, or G-A-S-G-O-W.

Speaker speaker_1: So G-L-A-S-G-O-W?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right. So Glasgow, Kentucky 24141.

Speaker speaker_2: No, two... Yeah.

Speaker speaker_1: Okay, so 24141 for the ZIP code?

Speaker speaker_2: Well, according to my bill here it's 4-, 42141.

Speaker speaker_1: Oh, goodness. Okay. Um, what was that again?

Speaker speaker_2: It's, uh, Glasgow, Kentucky.

Speaker speaker_1: Yeah, what was the ZIP code on that again?

Speaker speaker_2: My house is, um, 24... 141.

Speaker speaker_1: Okay, so is that the, the ZIP code that should be attached to the address we have on file?

Speaker speaker_2: I believe so 'cause that's what I was told that was the ZIP code but my, um, my, uh, electric bill here says 42141.

Speaker speaker_1: 42141?

Speaker speaker_2: Yeah.

Speaker speaker_1: Let me see if I can just look it up and see which one's the right one. Yeah, that is p- the 42141 is popping up for Glasgow.

Speaker speaker_2: Okay.

Speaker speaker_1: Let me see what the other one pops up as. Yeah, 24141 pops up as Radford, Virginia.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So I'll go ahead and-

Speaker speaker_2: So it's Glasgow, Kentucky.

Speaker speaker_1: Yes, ma'am. All righty, I'll go ahead and update the ZIP code to 42141.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Yes, ma'am, and I think we got your address all put together now so just to make sure I got everything right, it's 250 L-A-U-D-E-R D-A-L-E Drive, Apartment D in Glasgow, Kentucky 42141.

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. That's all I needed to verify with you. I knew it looked a little off, so I just wanted to make sure.

Speaker speaker_2: Yes. Good thing because I wouldn't have never got my card.

Speaker speaker_1: Yes, ma'am. All righty. You have a wonderful day.

Speaker speaker_2: All right, thank you. Bye.

Speaker speaker_1: Thank you. Bye-bye.