

Transcript: VICTORIA

Taylor-6439617220100096-5877819098054656

Full Transcript

Thank you for calling ... can I help you? Hello? Hi. Hello. Thank you. Yes, uh, I was calling- Can you hear me? ... because... Yes, can you hear me? Yes, I can hear you. I think we just might have a delay in the phone call. Can you hear me now? Yeah, I can hear you fine. I, I just think there's a delay in the... Go ahead. Oh, okay. Well, yes, I'm calling because, uh, I'm trying to see what... I'm trying to check the status of my, uh, physical, uh, insurance card. I, I, I ordered one. I, I requested a physical card to come in the mail but I guess y'all sent it to the wrong apartment number and then they... I called back and they got the right apartment number and I've yet to receive my physical insurance copy. Okay. What's the name of the agency you work for? On Track Staffing. And the last four of...

Conversation Format

Speaker speaker_0: Thank you for calling ... can I help you?

Speaker speaker_1: Hello?

Speaker speaker_0: Hi.

Speaker speaker_1: Hello.

Speaker speaker_0: Thank you.

Speaker speaker_1: Yes, uh, I was calling-

Speaker speaker_0: Can you hear me?

Speaker speaker_1: ... because... Yes, can you hear me?

Speaker speaker_0: Yes, I can hear you. I think we just might have a delay in the phone call.

Speaker speaker_1: Can you hear me now?

Speaker speaker_0: Yeah, I can hear you fine. I, I just think there's a delay in the... Go ahead.

Speaker speaker_1: Oh, okay. Well, yes, I'm calling because, uh, I'm trying to see what... I'm trying to check the status of my, uh, physical, uh, insurance card. I, I, I ordered one. I, I requested a physical card to come in the mail but I guess y'all sent it to the wrong apartment number and then they... I called back and they got the right apartment number and I've yet to receive my physical insurance copy.

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

Speaker speaker_1: On Track Staffing.

Speaker speaker_0: And the last four of...