

Transcript: VICTORIA

Taylor-6498997080473600-5142052763385856

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, Victoria. This is David Aaron. I'm, I got insurance with y'all. Hey, um, I'm supposed to be receiving my insurance cards. It's been almost like two weeks now. Um, I have not got 'em. Okay. What's the name of the agency you work for? Um, Wagner. And the last four of your Social? 2452. And, uh, your first and last name? David Aaron. Okay. Uh, do you mind verifying your address and date of birth? Yes. Date, uh, 531 Mountain Creek Church Road, Northwest, Lot 28 for Apple, Monroe, Georgia 30656 and 62178. And then phone number 404-268-4989? Yes, ma'am. Okay. And then email is L-E, uh, N-O-I-S-A aaron41@gmail.com? Yes, ma'am. Okay. Um, let me see if I can look them up, and I can send you digital copies. Yeah, 'cause I have not got 'em. I don't know if they put in somebody else mailboxes, 'cause where I live at, they don't believe in putting them in the right mailboxes and they just throw them away or keep them. That's what I'm at right now. Okay. Uh, give me just a few seconds. Let me look those up and I will be right back. All right. Thank you. Alrighty. Thank you so much for holding. So, I just sent those to your email. How would I print them out to my email? They're just like PDF files attached to the email, so you should be able to print them out. What would be the name under it? It's come- If you are- The e- Oh, sorry. Go ahead. It's coming from info@benefitsonacard.com. All right. I got you. Let me see. Um... All right. I'll see if I can print it at my job. Okay. Okay. Do you need help with anything else? Um, no, ma'am. I got... And a question. Yeah, yeah, I do have. I got dental and eye vision. Can I go to any dental place or eye place, or I gotta be a certain one through y'all? Yeah, it does have to be with certain providers. In that same email that I sent your ID cards, I included instructions on how to find providers. All right. I'll check it out. I'll check it out. Thank you so much. You're welcome. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hey, Victoria. This is David Aaron. I'm, I got insurance with y'all. Hey, um, I'm supposed to be receiving my insurance cards. It's been almost like two weeks now. Um, I have not got 'em.

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

Speaker speaker_1: Um, Wagner.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 2452.

Speaker speaker_0: And, uh, your first and last name?

Speaker speaker_1: David Aaron.

Speaker speaker_0: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: Yes. Date, uh, 531 Mountain Creek Church Road, Northwest, Lot 28 for Apple, Monroe, Georgia 30656 and 62178.

Speaker speaker_0: And then phone number 404-268-4989?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then email is L-E, uh, N-O-I-S-A aaron41@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, let me see if I can look them up, and I can send you digital copies.

Speaker speaker_1: Yeah, 'cause I have not got 'em. I don't know if they put in somebody else mailboxes, 'cause where I live at, they don't believe in putting them in the right mailboxes and they just throw them away or keep them. That's what I'm at right now.

Speaker speaker_0: Okay. Uh, give me just a few seconds. Let me look those up and I will be right back.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Alrighty. Thank you so much for holding. So, I just sent those to your email.

Speaker speaker_1: How would I print them out to my email?

Speaker speaker_0: They're just like PDF files attached to the email, so you should be able to print them out.

Speaker speaker_1: What would be the name under it?

Speaker speaker_0: It's come-

Speaker speaker_1: If you are-

Speaker speaker_0: The e-

Speaker speaker_1: Oh, sorry. Go ahead.

Speaker speaker_0: It's coming from info@benefitsonacard.com.

Speaker speaker_1: All right. I got you. Let me see. Um... All right. I'll see if I can print it at my job.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you need help with anything else?

Speaker speaker_1: Um, no, ma'am. I got... And a question. Yeah, yeah, I do have. I got dental and eye vision. Can I go to any dental place or eye place, or I gotta be a certain one through y'all?

Speaker speaker_0: Yeah, it does have to be with certain providers. In that same email that I sent your ID cards, I included instructions on how to find providers.

Speaker speaker_1: All right. I'll check it out. I'll check it out. Thank you so much.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Bye-bye.