

## **Transcript: VICTORIA**

**Taylor-6500763057963008-5312352250937344**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, ma'am. I currently work with SST, Superior Skilled Trades. Um, I guess they recently transferred over my medical information to you guys, so I'm currently in the doctor's office right now, and I wanted to see if, uh, what information would they need from you guys to see that, uh, that I'm insured. Well, my job, my job I called right now because I'm insured, but, uh, I guess I'd need the information to go ahead and give it to the doctor's office. Do you not have your ID card? No, ma'am. I think they recently just transferred over, like, maybe, like, a week ago. Okay. Um, let's see. What is the last four of your Social? 8253. And your first and last name? Luis Berrial. Okay, and let's see. And do you mind verifying your address and date of birth? Uh, I think my date of birth is March 21st, '96. Address, 2213 Orange Avenue, McAllen, Texas 78501. Great, and then phone number, 878-3088. Correct, ma'am. And then email is last name.first name23@gmail.com. Correct, ma'am. Okay. Let me see if I can look up your ID cards really quick and I can email those to you. Okay. I'm gonna put you on a brief hold, but I'll be right back. Okay, no, thank you. I appreciate it. Thank you. All righty. Thank you so much for holding. So I just sent those ID cards to your email. Um, let me... Uh, one second. Do you know by any chance what would, would be on the email, ma'am? I'm sorry? Oh, Benefits on a Card. Now, technically, I just wanna let you know you have two different medical ID cards. Is this a preventative or a non-preventative visit? Uh, what do you mean? So preventative would be, like, for anything preventing an illness or disease, like a physical, vaccination, or preventative screenings. If that's the case- Oh, this one's, uh, this one is just, uh, I hurt my foot so I was coming to take a look at it. Okay. So make sure to give them the card that I labeled as your first and last name and then HI medical ID card. That's the one you wanna give for this appointment. Okay. Medical, HI medical. Okay. All right, ma'am. Yes, sir. Thank you, ma'am. I appreciate it. You're welcome. You have a wonderful day. You too, ma'am. Bye-bye. Thank you. Buh-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi, ma'am. I currently work with SST, Superior Skilled Trades. Um, I guess they recently transferred over my medical information to you guys, so I'm currently in the doctor's office right now, and I wanted to see if, uh, what information would they need from you guys to see that, uh, that I'm insured. Well, my job, my job I called right now because I'm

insured, but, uh, I guess I'd need the information to go ahead and give it to the doctor's office.

Speaker speaker\_0: Do you not have your ID card?

Speaker speaker\_1: No, ma'am. I think they recently just transferred over, like, maybe, like, a week ago.

Speaker speaker\_0: Okay. Um, let's see. What is the last four of your Social?

Speaker speaker\_1: 8253.

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

Speaker speaker\_1: Luis Berrial.

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

Speaker speaker\_1: Uh, I think my date of birth is March 21st, '96. Address, 2213 Orange Avenue, McAllen, Texas 78501.

Speaker speaker\_0: Great, and then phone number, 878-3088.

Speaker speaker\_1: Correct, ma'am.

Speaker speaker\_0: And then email is last name.first name23@gmail.com.

Speaker speaker\_1: Correct, ma'am.

Speaker speaker\_0: Okay. Let me see if I can look up your ID cards really quick and I can email those to you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I'm gonna put you on a brief hold, but I'll be right back.

Speaker speaker\_1: Okay, no, thank you. I appreciate it.

Speaker speaker\_0: Thank you. All righty. Thank you so much for holding. So I just sent those ID cards to your email.

Speaker speaker\_1: Um, let me... Uh, one second. Do you know by any chance what would, would be on the email, ma'am?

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: Oh,

Speaker speaker\_3: Benefits on a Card.

Speaker speaker\_0: Now, technically, I just wanna let you know you have two different medical ID cards. Is this a preventative or a non-preventative visit?

Speaker speaker\_1: Uh, what do you mean?

Speaker speaker\_0: So preventative would be, like, for anything preventing an illness or disease, like a physical, vaccination, or preventative screenings. If that's the case-

Speaker speaker\_1: Oh, this one's, uh, this one is just, uh, I hurt my foot so I was coming to take a look at it.

Speaker speaker\_0: Okay. So make sure to give them the card that I labeled as your first and last name and then HI medical ID card. That's the one you wanna give for this appointment.

Speaker speaker\_1: Okay. Medical, HI medical. Okay. All right, ma'am.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Thank you, ma'am. I appreciate it.

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

Speaker speaker\_1: You too, ma'am. Bye-bye.

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