

Transcript: VICTORIA

Taylor-6561322677485568-5866973794844672

Full Transcript

Thank you for calling Benefits in a Car. This is Victoria. How can I help you? Yes, I had a call yesterday. I was supposed to have a consultation today. Okay. Um, on the phone, and I was gonna reschedule that with a different provider. Okay. Are you talking about the virtual, uh, care benefit? Yes. Okay. I might have to transfer you to a different department. We just administer your medical insurance on our end. Right. What's the, um, name of the agency you work for? ATC. And the last four of your social? 3511. And your first and last name? Hope Williams. Okay. Do you mind verifying your address and date of birth? 4126 Ralph Puckett Road, South Walton, Tennessee, uh, 101678. Okay. And then phone number 731-796-7114? Yes. And then email is gonna be HopeWilliams8313@yahoo.com? Yes. Okay. Give me one second. Okay. And just to make sure I'm understanding, it is a virtual, uh, appointment on the, uh, website virtualcare.benefitsinacar.com? Yeah. Okay. All righty. I'm gonna put you on a brief hold and get you transferred over to the correct department. Okay. Thank you. Sure.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Victoria. How can I help you?

Speaker speaker_1: Yes, I had a call yesterday. I was supposed to have a consultation today.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, on the phone, and I was gonna reschedule that with a different provider.

Speaker speaker_0: Okay. Are you talking about the virtual, uh, care benefit?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I might have to transfer you to a different department. We just administer your medical insurance on our end.

Speaker speaker_1: Right.

Speaker speaker_0: What's the, um, name of the agency you work for?

Speaker speaker_1: ATC.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 3511.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Hope Williams.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: 4126 Ralph Puckett Road, South Walton, Tennessee, uh, 101678.

Speaker speaker_0: Okay. And then phone number 731-796-7114?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is gonna be HopeWilliams8313@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me one second. Okay. And just to make sure I'm understanding, it is a virtual, uh, appointment on the, uh, website virtualcare.benefitsinacar.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. All righty. I'm gonna put you on a brief hold and get you transferred over to the correct department.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Sure.