

## **Transcript: VICTORIA**

**Taylor-6631299386753024-5965744879222784**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, ma'am. My name is Arnold Reid. Uh, I'm calling on the behalf of MAU. Um, I just wanted to check the status of my insurance, yesterday we had for the 31st. Okay. Um, what's the last four digits of your Social? 2190. And your first and last name again? Arnold Reid. R-E-I-D. Okay. Uh, do you mind verifying your address and date of birth? 305 Fairwood Circle, 6-18-1965. And then phone number 334-733-5795? Yes, ma'am. Okay. And email is arnoldreid65@icloud? Yes, ma'am. Okay. Um, let's see. Yeah. So I see that you're currently enrolled into the Ensure+ Basics for employee only. Mm-hmm. Are you wanting to add on to the enrollment or are you wanting to change anything? No, ma'am. I just wanted to make sure that I had it. Yeah. You are currently enrolled and it looks like it is also active. Okay. Um, I haven't received cards yet. Um, could you send these cards in the mail? So the ID card for the plan that you're enrolled into is typically emailed to you. Oh, it's emailed. Mm-hmm. All right. Um, if you haven't r-received it I can look it up and resend it to you. I probably would. Could you resend it to me please, if you don't mind? Sure All right. Give me just a few seconds. I'm going to put you on a brief hold while I look it up. Yes, ma'am. All right. Thank you so much for holding. So I just sent that to your email. Okay. Um, let me see here. Got it. Let me get to it. Okay. Well, I'll, I'll just check it later, ma'am, 'cause I- I'm not sure how I can get to it right now with you on the phone. Okay. That's fine. Uh, do you need help with anything else? No, ma'am. That's all I needed to know was covered. All righty. Well, you have a wonderful day. You too, ma'am. Thank you. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Yes, ma'am. My name is Arnold Reid. Uh, I'm calling on the behalf of MAU. Um, I just wanted to check the status of my insurance, yesterday we had for the 31st.

Speaker speaker\_0: Okay. Um, what's the last four digits of your Social?

Speaker speaker\_1: 2190.

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

Speaker speaker\_1: Arnold Reid. R-E-I-D.

Speaker speaker\_0: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_1: 305 Fairwood Circle, 6-18-1965.

Speaker speaker\_0: And then phone number 334-733-5795?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And email is arnoldreid65@icloud?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Um, let's see. Yeah. So I see that you're currently enrolled into the Ensure+ Basics for employee only.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Are you wanting to add on to the enrollment or are you wanting to change anything?

Speaker speaker\_1: No, ma'am. I just wanted to make sure that I had it.

Speaker speaker\_0: Yeah. You are currently enrolled and it looks like it is also active.

Speaker speaker\_1: Okay. Um, I haven't received cards yet. Um, could you send these cards in the mail?

Speaker speaker\_0: So the ID card for the plan that you're enrolled into is typically emailed to you.

Speaker speaker\_1: Oh, it's emailed.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: All right.

Speaker speaker\_0: Um, if you haven't r- received it I can look it up and resend it to you.

Speaker speaker\_1: I probably would. Could you resend it to me please, if you don't mind?

Speaker speaker\_0: Sure All right. Give me just a few seconds. I'm going to put you on a brief hold while I look it up.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. Thank you so much for holding. So I just sent that to your email.

Speaker speaker\_1: Okay. Um, let me see here. Got it. Let me get to it. Okay. Well, I'll, I'll just check it later, ma'am, 'cause I- I'm not sure how I can get to it right now with you on the phone.

Speaker speaker\_0: Okay. That's fine. Uh, do you need help with anything else?

Speaker speaker\_1: No, ma'am. That's all I needed to know was covered.

Speaker speaker\_0: All righty. Well, you have a wonderful day.

Speaker speaker\_1: You too, ma'am. Thank you.

Speaker speaker\_0: Thank you.