

Transcript: VICTORIA

Taylor-6675217962418176-5168165511413760

Full Transcript

Thank you for calling Benefits on Card. This is Victoria. How can I help you? Hello. How are you doing? Um, I'm calling because I, I wanted, uh, some info on my insurance. Um, I, I just needed the... Well, I think I have the policy numbers. They g- they send you an email. They also send me the card. But I wanted to know if like, um... I got two different policy, like the dental, and then I wanted to know if the, the vision and the medical is that the same number or...? No. You should have received, uh, separate ID cards for that as well. What's the- Okay. Because I only have the... Sorry. Go ahead. No, you're fine. Uh, I can look up your file and see if I can send it to you by email. What's the, um, name of the agency you work for? Uh, I work... The agency is TRC Staffing. Gotcha. And the last four of your Social? Uh, 7369. And your first and last name? Marcos Cruz. Okay. Uh, do you mind verifying your address and date of birth? Uh, yes. 2301 Buena Vista Circle, uh, Gainesville, Georgia 30504. And, uh, birthday is, uh, January 15th, 1992. And then phone number's 725-1375? Correct. And then email is mcruz151@hotmail.com. Also correct. Yes. Okay. So I know the medical is typically emailed to you. That one's not sent by mail, but the dental and vision are sent by mail. Um... Okay. Let me just go ahead and look up digital copies for you, and I can email them to you. Okay. Yeah. Because the vision one I know I need because Friday my daughters have, uh, a vision, uh, a checkup. Um, I need that information for sure. Okay. Give me just a few seconds so I can look those up, and I'll be right back. Thank you. You're welcome.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on Card. This is Victoria. How can I help you?

Speaker speaker_1: Hello. How are you doing? Um, I'm calling because I, I wanted, uh, some info on my insurance. Um, I, I just needed the... Well, I think I have the policy numbers. They g- they send you an email. They also send me the card. But I wanted to know if like, um... I got two different policy, like the dental, and then I wanted to know if the, the vision and the medical is that the same number or...?

Speaker speaker_0: No. You should have received, uh, separate ID cards for that as well. What's the-

Speaker speaker_1: Okay. Because I only have the... Sorry. Go ahead.

Speaker speaker_0: No, you're fine. Uh, I can look up your file and see if I can send it to you by email. What's the, um, name of the agency you work for?

Speaker speaker_1: Uh, I work... The agency is TRC Staffing.

Speaker speaker_0: Gotcha. And the last four of your Social?

Speaker speaker_1: Uh, 7369.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Marcos Cruz.

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

Speaker speaker_1: Uh, yes. 2301 Buena Vista Circle, uh, Gainesville, Georgia 30504. And, uh, birthday is, uh, January 15th, 1992.

Speaker speaker_0: And then phone number's 725-1375?

Speaker speaker_1: Correct.

Speaker speaker_0: And then email is mcruz151@hotmail.com.

Speaker speaker_1: Also correct. Yes.

Speaker speaker_0: Okay. So I know the medical is typically emailed to you. That one's not sent by mail, but the dental and vision are sent by mail. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: Let me just go ahead and look up digital copies for you, and I can email them to you.

Speaker speaker_1: Okay. Yeah. Because the vision one I know I need because Friday my daughters have, uh, a vision, uh, a checkup. Um, I need that information for sure.

Speaker speaker_0: Okay. Give me just a few seconds so I can look those up, and I'll be right back.

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome.