

## **Transcript: VICTORIA**

**Taylor-6692863179014144-5241413072633856**

### **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? Hi, my name is Amy calling from Walgreens Pharmacy. A member of your place gave me the phone number and asked me to call to ask for his, um, information for his insurance for this new year. I'm not sure if I'm calling the right place. Okay. Um, do you have the last four digits of the, uh, patient's social? Uh, no, I don't. Okay. Yeah, um, I would need that information in order to pull up his file. Okay. I guess I can go hang up and then give him a call again and ask for the last four digit of his social. Okay, that's fine. Okay. Uh, we'll also need to verify his name, date of birth, address, all that good stuff. Okay. Yes, ma'am. Okay. Okay, thank you. Thank you. Bye. I'll call back. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card®. This is Victoria. How can I help you?

Speaker speaker\_2: Hi, my name is Amy calling from Walgreens Pharmacy. A member of your place gave me the phone number and asked me to call to ask for his, um, information for his insurance for this new year. I'm not sure if I'm calling the right place.

Speaker speaker\_1: Okay. Um, do you have the last four digits of the, uh, patient's social?

Speaker speaker\_2: Uh, no, I don't.

Speaker speaker\_1: Okay. Yeah, um, I would need that information in order to pull up his file.

Speaker speaker\_2: Okay. I guess I can go hang up and then give him a call again and ask for the last four digit of his social.

Speaker speaker\_1: Okay, that's fine.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Uh, we'll also need to verify his name, date of birth, address, all that good stuff.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay. Okay, thank you.

Speaker speaker\_1: Thank you. Bye.

Speaker speaker\_2: I'll call back. Bye.