

Transcript: VICTORIA

Taylor-6711358001561600-6084082222284800

Full Transcript

Thank you for calling Benefits Center Card. This is Victoria. How can I help you? Hello, Victoria. Um, my, my name is Kevin and yesterday I requested for my, um, ID, my medical, medical ID card, and, um, you guys sent it to me, but... Yeah, so they just emailed it to me, but, like, my MEC medical ID card, it's this password for me to open it. Okay. Um... Yeah. Hm. Give me... Okay, um, what is the name of the agency you work for? Uh, NOR. What's four of your social? Um, six, two, five, one. It's in... Let's see. Your last name as well. Chen. C-H-E-N. Okay. Do you mind verifying your address and date of birth? 1217 72nd Street, Brooklyn, New York, 11228... um, 1228... I meant 1... Oh my gosh. I forgot my address already. Um... Let me see. Brooklyn. Yeah. No, it's 122... 11228. Oh my gosh. I totally forgot that. You're fine. Yeah. And your date of birth? On July 4th, 2000. Okay. And then phone number is 917-44- 9444, yeah. Mm-hmm. Yeah. I, I think my, something's wrong with my... Every time I call that number, it just doesn't work. I mean, like it just connects me to like for promotion. I think it's probably just like New York number. Okay. And then email is, uh, K-E-V-C-H- Chen. Yeah. A-N- K-E-V-Y. 999... 999. ...@Gmail. Mm-hmm. Okay, give me one second. Um... Hm. Hm. Hm. Yeah. They sent me email and I just tried to open it, it just wants to enter password for my MEC medical ID card. I understand. Yeah, give me just a few seconds. I'm trying to see if there's anything that I can do to fix that. Mm-hmm. Um... Give me one... Just give me a few seconds while I try to look it up. I don't even know why there's a password on that. Yeah. That's, and that's why, that's why I had to give a call, 'cause I was confused too. Okay. Do you mind if I put you on a brief hold? I'm just gonna see if someone else can help me try and take off the password. Yeah, I mean, if you guys wanna just send me a separate email with just like the document again, I think that that can also work if you're okay with that. But yeah, you can put me on hold. Okay. Give me one second. Mm-hmm. Okay, I didn't... thinking I was able to get the password off, so I just forwarded over the email again to you. Um, is there a way you can check and make sure you can open it? Yeah. I'm, I'm, I'm on, I'm in, in front of the computer right now, so just wait for that email to get over to me. Okay. All right. Let me double-check this. Refresh my page. All right, I got it. Let me just try opening, opening this. Oh, no, no, no, no, no, how to find it. All right. Yeah. I, yeah, I, I see the photo now. Okay. You were able to get it up? Mm-hmm. Okay. All right. Yeah. Okay. Let's see. Vision providers MetLife. Okay. Claims. Um, okay. Multi plan preventive service only. Got it. Got it. Got it. Got it. No, wait, I appreciate everything- Okay. ... you have, you have done. You have a wonderful day. You too. Take care then. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hello, Victoria. Um, my, my name is Kevin and yesterday I requested for my, um, ID, my medical, medical ID card, and, um, you guys sent it to me, but... Yeah, so they just emailed it to me, but, like, my MEC medical ID card, it's this password for me to open it.

Speaker speaker_0: Okay. Um...

Speaker speaker_1: Yeah.

Speaker speaker_0: Hm. Give me... Okay, um, what is the name of the agency you work for?

Speaker speaker_1: Uh, NOR.

Speaker speaker_0: What's four of your social?

Speaker speaker_1: Um, six, two, five, one.

Speaker speaker_0: It's in... Let's see. Your last name as well.

Speaker speaker_1: Chen. C-H-E-N.

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

Speaker speaker_1: 1217 72nd Street, Brooklyn, New York, 11228... um, 1228... I meant 1... Oh my gosh. I forgot my address already. Um... Let me see. Brooklyn. Yeah. No, it's 122... 11228. Oh my gosh. I totally forgot that.

Speaker speaker_0: You're fine.

Speaker speaker_1: Yeah.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: On July 4th, 2000.

Speaker speaker_0: Okay. And then phone number is 917-44-

Speaker speaker_1: 9444, yeah. Mm-hmm. Yeah. I, I think my, something's wrong with my... Every time I call that number, it just doesn't work. I mean, like it just connects me to like for promotion. I think it's probably just like New York number.

Speaker speaker_0: Okay. And then email is, uh, K-E-V-C-H-

Speaker speaker_1: Chen. Yeah.

Speaker speaker_0: A-N-

Speaker speaker_1: K-E-V-Y.

Speaker speaker_0: 999...

Speaker speaker_1: 999.

Speaker speaker_0: ...@Gmail.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, give me one second. Um... Hm. Hm. Hm.

Speaker speaker_1: Yeah. They sent me email and I just tried to open it, it just wants to enter password for my MEC medical ID card.

Speaker speaker_0: I understand. Yeah, give me just a few seconds. I'm trying to see if there's anything that I can do to fix that.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um... Give me one... Just give me a few seconds while I try to look it up. I don't even know why there's a password on that.

Speaker speaker_1: Yeah. That's, and that's why, that's why I had to give a call, 'cause I was confused too.

Speaker speaker_0: Okay. Do you mind if I put you on a brief hold? I'm just gonna see if someone else can help me try and take off the password.

Speaker speaker_1: Yeah, I mean, if you guys wanna just send me a separate email with just like the document again, I think that that can also work if you're okay with that. But yeah, you can put me on hold.

Speaker speaker_2: Okay. Give me one second.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay, I didn't... thinking I was able to get the password off, so I just forwarded over the email again to you. Um, is there a way you can check and make sure you can open it?

Speaker speaker_1: Yeah. I'm, I'm, I'm on, I'm in, in front of the computer right now, so just wait for that email to get over to me.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Let me double-check this. Refresh my page. All right, I got it. Let me just try opening, opening this. Oh, no, no, no, no, no, how to find it. All right. Yeah. I, yeah, I, I see the photo now.

Speaker speaker_2: Okay. You were able to get it up?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: Yeah. Okay. Let's see. Vision providers MetLife. Okay. Claims. Um, okay. Multi plan preventive service only. Got it. Got it. Got it. Got it. No, wait, I appreciate everything-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you have, you have done.

Speaker speaker_2: You have a wonderful day.

Speaker speaker_1: You too. Take care then. Bye-bye.

Speaker speaker_2: Bye-bye.