

## **Transcript: VICTORIA**

**Taylor-6737049443549184-5902771423985664**

### **Full Transcript**

Thank you for calling Benefits in a Car. Hello? Yes, ma'am, hello? Hi. How can I help you? I was calling to see if I can get my insurance card to me. Um... Okay. Is this the right department? Yes. I can help with that. What's the name of the agency you work for? Um, Carleton Staffing. Okay. And do you mind verifying your, uh, the last four of your Social? Yes. 6291. And your first and last name? Jena, J-E-N-A, and then Trevino, T-R-E, V as in Victor, I-N-O, and then a hyphen, and then Ralph, R-A-L-P-H. Okay. And do you mind verifying your address and date of birth? 606 Rafer Street, and that's in Pasadena, Texas 77506. And your date of birth? 04/09/80. And phone number 346-818-4874? Yes, ma'am. Okay. Let's see, and email is first and last name 30... Or, I'm sorry, it's gonna be... Well, yeah, jenatrevino33@gmail.com? Yes. Okay. Let's see. So it looks like your coverage just became active yesterday, and I'm trying to see if I can download a digital copy, but it might be too soon. Hmm. 'Cause once it becomes active, it typically takes us at least 72 business hours to have access to the digital ID card. But give me one second. Okay. It finally downloaded. So I can send a copy to your email, and then of course you're still gonna get the physical copy. Like I said, your coverage just became active this week though, so it typically takes about seven to 10 business days to, uh, get the physical copy. Okay. Thank you. You're welcome. Is that all you needed help with? Yeah, that was it. What was the name of the insurance actually? Um, so the name of the insurance carrier is gonna be 90 Degree Benefits. 90 Degree Benefits? Mm-hmm. Okay. Okay, that's it. You sent it to my email? Yep, I'm working on getting that sent to your email. Great. Thank you. You're welcome. You have a wonderful night. Thank you. You too. Thank you. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Car.

Speaker speaker\_1: Hello?

Speaker speaker\_2: Yes, ma'am, hello?

Speaker speaker\_0: Hi. How can I help you?

Speaker speaker\_2: I was calling to see if I can get my insurance card to me. Um...

Speaker speaker\_0: Okay.

Speaker speaker\_2: Is this the right department?

Speaker speaker\_0: Yes. I can help with that. What's the name of the agency you work for?

Speaker speaker\_2: Um, Carleton Staffing.

Speaker speaker\_0: Okay. And do you mind verifying your, uh, the last four of your Social?

Speaker speaker\_2: Yes. 6291.

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

Speaker speaker\_2: Jena, J-E-N-A, and then Trevino, T-R-E, V as in Victor, I-N-O, and then a hyphen, and then Ralph, R-A-L-P-H.

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

Speaker speaker\_2: 606 Rafer Street, and that's in Pasadena, Texas 77506.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_2: 04/09/80.

Speaker speaker\_0: And phone number 346-818-4874?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: Okay. Let's see, and email is first and last name 30... Or, I'm sorry, it's gonna be... Well, yeah, jenatrevino33@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_0: Okay. Let's see. So it looks like your coverage just became active yesterday, and I'm trying to see if I can download a digital copy, but it might be too soon.

Speaker speaker\_2: Hmm.

Speaker speaker\_0: 'Cause once it becomes active, it typically takes us at least 72 business hours to have access to the digital ID card. But give me one second. Okay. It finally downloaded. So I can send a copy to your email, and then of course you're still gonna get the physical copy. Like I said, your coverage just became active this week though, so it typically takes about seven to 10 business days to, uh, get the physical copy.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_0: You're welcome. Is that all you needed help with?

Speaker speaker\_2: Yeah, that was it. What was the name of the insurance actually?

Speaker speaker\_0: Um, so the name of the insurance carrier is gonna be 90 Degree Benefits.

Speaker speaker\_2: 90 Degree Benefits?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: Okay. Okay, that's it. You sent it to my email?

Speaker speaker\_0: Yep, I'm working on getting that sent to your email.

Speaker speaker\_2: Great. Thank you.

Speaker speaker\_0: You're welcome. You have a wonderful night.

Speaker speaker\_2: Thank you. You too.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_2: Bye.