

Transcript: VICTORIA

Taylor-6744115012616192-5313317290033152

Full Transcript

Thank you for calling Assistant Care. This is Victoria. How can I help you? Hi there. I'm here trying to get adopted, and they said I needed my, uh, insurance card number. Okay. What's the, uh, name of the agency you work for? Superior Staffing, SSC. Okay. And the last four of your social? 6730. And your first and last name? Ryan Luna. All right. Do you mind verifying your address and date of birth? Y- yes. 3316 West Dove Street, Edinburg, Texas. And your, uh, date of birth? 11/08/2000. Phone number 956-878-8585. Yes. Okay. And then email is gonna be RyanLuna86@icloud.com. Yes. Okay. Give me just a few seconds. Let me see if I can pull up your ID cards, and I will be right back. Okay, perfect. Thank you. Of course. Hello? And your dental ID. Hello? Yes, sir. Can you hear me? Yeah, now I can. Okay. Um, I was able to pull, tag hold in your dental ID card. Um, however, I'm still waiting on the vision ID card. So I'm gonna have to follow up with you on the vision. Okay, that's no problem 'cause right now I just need, uh, my medical and dental. Okay. Yeah. I just sent that to your email address. And then, as soon as I get access to the vision ID card, I will follow up with you. Okay, perfect. Thank you so much. You're welcome. Did you need help with anything else? Uh, no, that would be it. All righty. You have a wonderful day. All right. Thank you so much. You, too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Assistant Care. This is Victoria. How can I help you?

Speaker speaker_1: Hi there. I'm here trying to get adopted, and they said I needed my, uh, insurance card number.

Speaker speaker_0: Okay. What's the, uh, name of the agency you work for?

Speaker speaker_1: Superior Staffing, SSC.

Speaker speaker_0: Okay. And the last four of your social?

Speaker speaker_1: 6730.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Ryan Luna.

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

Speaker speaker_1: Y- yes. 3316 West Dove Street, Edinburg, Texas.

Speaker speaker_0: And your, uh, date of birth?

Speaker speaker_1: 11/08/2000.

Speaker speaker_0: Phone number 956-878-8585.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then email is gonna be RyanLuna86@icloud.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me just a few seconds. Let me see if I can pull up your ID cards, and I will be right back.

Speaker speaker_1: Okay, perfect. Thank you.

Speaker speaker_0: Of course.

Speaker speaker_2: Hello?

Speaker speaker_0: And your dental ID.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, sir. Can you hear me?

Speaker speaker_1: Yeah, now I can.

Speaker speaker_0: Okay. Um, I was able to pull, tag hold in your dental ID card. Um, however, I'm still waiting on the vision ID card. So I'm gonna have to follow up with you on the vision.

Speaker speaker_1: Okay, that's no problem 'cause right now I just need, uh, my medical and dental.

Speaker speaker_0: Okay. Yeah. I just sent that to your email address. And then, as soon as I get access to the vision ID card, I will follow up with you.

Speaker speaker_1: Okay, perfect. Thank you so much.

Speaker speaker_0: You're welcome. Did you need help with anything else?

Speaker speaker_1: Uh, no, that would be it.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: All right. Thank you so much. You, too.

Speaker speaker_0: Thank you. Bye-bye.