

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits and Accord on behalf of WorkSmart Inc. I'm looking to speak with Ms. Korbin? Yeah, that's me. Hey, um, I was calling you back. I just wanted to verify some information with you. Um, so for your first name, can you spell that for me? It's K-O-R-B-I-N. I'm sorry. You were breaking up. You said K-O-R? B-I-N. Okay, and the middle initial is a M? Yes. And then spell that last name. It's D-I-B-B-L-E. I'm sorry. It's- you're kind of breaking up. I just want to make sure- Um- ... I hear the correct information. Um, can you just give me, like one minute? I can put you on hold. I just have to review our records and make sure- Yes, ma'am. Okay, yeah, yeah. You're fine. I'm sorry. That's okay. Hello? Yes, ma'am. Is it any better now? Yes, now it is. Um- Okay. Can you start out by verifying your social? I just want to make sure all that information that we have is correct. Uh, yeah. Okay. It is 309-25-1966. I'm sorry. You said 309-25-1966? 25... Yeah. Okay. And then spell that last name 'cause I have D-I-B-B-L-E. Yeah. That's right. Okay. And then your date of birth? It is 03/05/2002. And then address? 25 237 Greenville, North Carolina 29615. Okay. And then you did say that last name was D-I-B-B-L-E, correct? Yeah, D as in dog, I as in Israel, B as in boy, C as in boy, L as in Lego, E as in elephant. Okay. All right, thank you. I just wanted to verify because, um, I know they were kind of questioning your last name. Um, so it does typically take like 24 to 48 hours for them to reach back out to me. Sometimes it's less than that. So if you don't hear back from us today, it will most likely be tomorrow, okay? I just wanted- Okay, sure. ... to let you know so that you're not wondering. Thank you. Was there a reason they were questioning my last name? Was there like- There could be a typo or something? No. They, they just want to make sure that every- all the information's correct on your file, um, since you were having that issue, before they start that investigation. Okay. Thank you. So I just wanted to triple check with you because that social being correct is really important, but it is. So I'm gonna just let them know that your information is accurate and everything is up to date. Okay? Okay. Thank you. Appreciate it. You're welcome. Have a nice day, ma'am. Thank you for your time- Thank you. ... for your patience. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hey, good afternoon. I'm calling from Benefits and Accord on behalf of WorkSmart Inc. I'm looking to speak with Ms. Korbin?

Speaker speaker_2: Yeah, that's me.

Speaker speaker_1: Hey, um, I was calling you back. I just wanted to verify some information with you. Um, so for your first name, can you spell that for me?

Speaker speaker_2: It's K-O-R-B-I-N.

Speaker speaker_1: I'm sorry. You were breaking up. You said K-O-R?

Speaker speaker_2: B-I-N.

Speaker speaker_1: Okay, and the middle initial is a M?

Speaker speaker_2: Yes.

Speaker speaker_1: And then spell that last name.

Speaker speaker_2: It's D-I-B-B-L-E.

Speaker speaker_1: I'm sorry. It's- you're kind of breaking up. I just want to make sure-

Speaker speaker_2: Um-

Speaker speaker_1: ... I hear the correct information.

Speaker speaker_2: Um, can you just give me, like one minute? I can put you on hold. I just have to review our records and make sure-

Speaker speaker_1: Yes, ma'am. Okay, yeah, yeah. You're fine. I'm sorry.

Speaker speaker_2: That's okay.

Speaker speaker_3: Hello?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Is it any better now?

Speaker speaker_1: Yes, now it is. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: Can you start out by verifying your social? I just want to make sure all that information that we have is correct.

Speaker speaker_2: Uh, yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: It is 309-25-1966.

Speaker speaker_1: I'm sorry. You said 309-25-1966?

Speaker speaker_2: 25... Yeah.

Speaker speaker_1: Okay. And then spell that last name 'cause I have D-I-B-B-L-E.

Speaker speaker_2: Yeah. That's right.

Speaker speaker_1: Okay. And then your date of birth?

Speaker speaker_2: It is 03/05/2002.

Speaker speaker_1: And then address?

Speaker speaker_2: 25 237 Greenville, North Carolina 29615.

Speaker speaker_1: Okay. And then you did say that last name was D-I-B-B-L-E, correct?

Speaker speaker_2: Yeah, D as in dog, I as in Israel, B as in boy, C as in boy, L as in Lego, E as in elephant.

Speaker speaker_1: Okay. All right, thank you. I just wanted to verify because, um, I know they were kind of questioning your last name. Um, so it does typically take like 24 to 48 hours for them to reach back out to me. Sometimes it's less than that. So if you don't hear back from us today, it will most likely be tomorrow, okay? I just wanted-

Speaker speaker_2: Okay, sure.

Speaker speaker_1: ... to let you know so that you're not wondering.

Speaker speaker_2: Thank you. Was there a reason they were questioning my last name? Was there like- There could be a typo or something?

Speaker speaker_1: No. They, they just want to make sure that every- all the information's correct on your file, um, since you were having that issue, before they start that investigation.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: So I just wanted to triple check with you because that social being correct is really important, but it is. So I'm gonna just let them know that your information is accurate and everything is up to date. Okay?

Speaker speaker_2: Okay. Thank you. Appreciate it.

Speaker speaker_1: You're welcome. Have a nice day, ma'am. Thank you for your time-

Speaker speaker_2: Thank you.

Speaker speaker_1: ... for your patience.

Speaker speaker_2: Thank you.