

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hey, Francesca. It's Alicia at APL. How are you doing today? Good. How are you? I'm doing well. And I got the luck of the draw because you sent an email requesting a card replacement for a Sammy Hammond. I don't know if you remember- Mm-hmm. ... he works with MAU. I'm just checking because the address we have on file is different than what was provided in the email. Have y'all updated his address in your system? Yeah. So that was, uh- Can't be giving us information. Oh, no. I remember him. Um, that was a, a bit of a confusing one because that was his previous address. And then he switched it to the one that you guys have on the, on file. Um, but I did verify with him that he wanted it to go, in fact, to that 247 Stuart Drive. Yeah. That's come... Because we have to change the address in our system to get it mailed to that address. But the 239 Cherokee Street is the correct address? No. He said he no longer living there. That he's now living at the 247 Stuart Drive. Okay. Did y'all update it in your system? Yes, ma'am. Only for one 000. Okay. I'll go ahead and update it in ours. Okay . Yes, because I had sent that request to two of the carriers yourself, along with 90 Degree. I did put on 90 Degrees- Mm-hmm. ... that the address had changed, but I'm seeing here the email I sent you guys, I forgot to put that into that email that I sent- Okay that the address was being updated. I apologize . That's all right. Uh, you know, we just try to keep... You know, we don't want to change it if it's not supposed to be changed and, you know, we get... Insurers get angry when you start changing their information that's not supposed to be changed. Oh, I know. So, you know, just trying to keep it... Well, I'm going to go ahead and update that address. That way when it comes over on the file feed, it'll be the same, and get this, these cards mailed for his hospital indemnity and dental policies. Thank you. I appreciate you helping me. I hope you have a great day. Thank you. You, too. Have a good one. Thank you. Thank you, Francesca. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hey, Francesca. It's Alicia at APL. How are you doing today?

Speaker speaker_0: Good. How are you?

Speaker speaker_1: I'm doing well. And I got the luck of the draw because you sent an email requesting a card replacement for a Sammy Hammond. I don't know if you remember-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... he works with MAU. I'm just checking because the address we have on file is different than what was provided in the email. Have y'all updated his address in your system?

Speaker speaker_0: Yeah. So that was, uh-

Speaker speaker_1: Can't be giving us information.

Speaker speaker_0: Oh, no. I remember him. Um, that was a, a bit of a confusing one because that was his previous address. And then he switched it to the one that you guys have on the, on file. Um, but I did verify with him that he wanted it to go, in fact, to that 247 Stuart Drive.

Speaker speaker_1: Yeah. That's come... Because we have to change the address in our system to get it mailed to that address. But the 239 Cherokee Street is the correct address?

Speaker speaker_0: No. He said he no longer living there. That he's now living at the 247 Stuart Drive.

Speaker speaker_1: Okay. Did y'all update it in your system?

Speaker speaker_0: Yes, ma'am. Only for one 000.

Speaker speaker_1: Okay. I'll go ahead and update it in ours.

Speaker speaker_0: Okay . Yes, because I had sent that request to two of the carriers yourself, along with 90 Degree. I did put on 90 Degrees-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... that the address had changed, but I'm seeing here the email I sent you guys, I forgot to put that into that email that I sent-

Speaker speaker_1: Okay .

Speaker speaker_0: ... that the address was being updated. I apologize .

Speaker speaker_1: That's all right. Uh, you know, we just try to keep... You know, we don't want to change it if it's not supposed to be changed and, you know, we get... Insurers get angry when you start changing their information that's not supposed to be changed.

Speaker speaker_0: Oh, I know.

Speaker speaker_1: So, you know, just trying to keep it... Well, I'm going to go ahead and update that address. That way when it comes over on the file feed, it'll be the same, and get this, these cards mailed for his hospital indemnity and dental policies.

Speaker speaker_0: Thank you.

Speaker speaker_1: I appreciate you helping me. I hope you have a great day.

Speaker speaker_0: Thank you. You, too. Have a good one.

Speaker speaker_1: Thank you. Thank you, Francesca. Bye-bye.