

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? Hi, Francesca. It's Alicia at APL. How are you doing today? I'm good. How are you, Miss Alicia? I'm doing all right. Thank you. Listen, I received an email for cards for, um, a client for MAU from Malcolm. Okay. And the, the issue is, is that he said that they have a different last name now. Well, we still have the married last name in our system and until we get that file, the cards are gonna be in her old name. I can't change the name without the documentation. Okay. What was the first and last name that you had on file? It's last name Young, Y-O-U-N-G. First name Tiffany, with two Fs, T-I-F-F-A-N-Y. And I'm sure she's not gonna wanna get cards in her old name. What's the new name? Is it Young or was that the old last name? Um, so he put in the email that member used to have the last name Young, but they got divorced and it is now Owens. Let's see. Okay. And then you guys need actual documentation of the name change? That's correct. By any chance, did you guys reply back to the email he initially sent you for him to request that from the member? I, I have not yet. I just wanted to make contact with y'all and see if y'all had the documents that could be sent over or... But I can reply to his email. Let's see. I think you might have to, because the only document that we have showing her with the last name Owen was the enrollment form that she requested for this year... for benefits. Um, 'cause we did receive one previously, 2018, where she did sign- Mm-hmm. ... that form with Young. But the only document- Right. ... for this year, 2025, with a different name, will be an enrollment form. I'm not sure if you actually needed, like, the certificate proving divorcement of her dropping the Young last name into the Owens now. I gotcha. I'll find out and I'll just reply to his email stating what is needed. All right. I'll give him a heads up- Yeah, sounds good. ... that we can be on the look-out. All right. I do appreciate your help, Francesca. Of course. I hope you have a good day. Have a good day. Of course, Miss Alicia. Yeah, go ahead. And I was going to say, if you guys are able to use that enrollment form instead, then that document, just give us a call back and we'll send it to an email for you. Perfect. I appreciate that. I hope you have a great day. You too. Thank you, Francesca. Take care. Bye-bye. You too. 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: Hi, Francesca. It's Alicia at APL. How are you doing today?

Speaker speaker_0: I'm good. How are you, Miss Alicia?

Speaker speaker_1: I'm doing all right. Thank you. Listen, I received an email for cards for, um, a client for MAU from Malcolm.

Speaker speaker_0: Okay.

Speaker speaker_1: And the, the issue is, is that he said that they have a different last name now. Well, we still have the married last name in our system and until we get that file, the cards are gonna be in her old name. I can't change the name without the documentation.

Speaker speaker_0: Okay. What was the first and last name that you had on file?

Speaker speaker_1: It's last name Young, Y-O-U-N-G. First name Tiffany, with two Fs, T-I-F-F-A-N-Y. And I'm sure she's not gonna wanna get cards in her old name.

Speaker speaker_0: What's the new name? Is it Young or was that the old last name?

Speaker speaker_1: Um, so he put in the email that member used to have the last name Young, but they got divorced and it is now Owens.

Speaker speaker_0: Let's see. Okay. And then you guys need actual documentation of the name change?

Speaker speaker_1: That's correct.

Speaker speaker_0: By any chance, did you guys reply back to the email he initially sent you for him to request that from the member?

Speaker speaker_1: I, I have not yet. I just wanted to make contact with y'all and see if y'all had the documents that could be sent over or... But I can reply to his email.

Speaker speaker_0: Let's see. I think you might have to, because the only document that we have showing her with the last name Owen was the enrollment form that she requested for this year... for benefits. Um, 'cause we did receive one previously, 2018, where she did sign-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... that form with Young. But the only document-

Speaker speaker_1: Right.

Speaker speaker_0: ... for this year, 2025, with a different name, will be an enrollment form. I'm not sure if you actually needed, like, the certificate proving divorcement of her dropping the Young last name into the Owens now.

Speaker speaker_1: I gotcha. I'll find out and I'll just reply to his email stating what is needed.

Speaker speaker_0: All right. I'll give him a heads up-

Speaker speaker_1: Yeah, sounds good.

Speaker speaker_0: ... that we can be on the look-out.

Speaker speaker_1: All right. I do appreciate your help, Francesca.

Speaker speaker_0: Of course. I hope you have a good day.

Speaker speaker_1: Have a good day.

Speaker speaker_0: Of course, Miss Alicia.

Speaker speaker_1: Yeah, go ahead.

Speaker speaker_0: And I was going to say, if you guys are able to use that enrollment form instead, then that document, just give us a call back and we'll send it to an email for you.

Speaker speaker_1: Perfect. I appreciate that.

Speaker speaker_0: I hope you have a great day.

Speaker speaker_1: You too. Thank you, Francesca. Take care.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: You too.

Speaker speaker_0: Bye-bye.