

Transcript: Justin

Mills-6098501775179776-5214127810723840

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. I called about questions about my term life earlier today, and then I got transferred over to term life and they answered my questions, you know, pretty good. But when I was talking to them, they said that my term life does not have a beneficiary listed, so I'm calling to correct that with you if possible. My- Yeah. Um. ... name is William Gonzalez. I'm with Oxford. This is Faffagat. Okay, so Oxford. What's the last four of your Social? 7885. Okay. And for security purposes, could you verify your home address, including city, state and ZIP code? 2564 Sycamore Court, Wasco, California 93280. And confirm your date of birth. September 11th, 1974. First birthday ever. Right. And a good telephone number have the 661-932-3954. Let's update that, too, because I don't know why I still have that phone number. So, this 949-664-1036. And just to confirm, 949-664-1036? Yeah. What number did you guys have? Um, honestly, I just saved it. I- I, I saved the... Uh... Okay, 'cause that doesn't even seem familiar. I wonder how that number got on there. 0000-00-00. Okay. And the email address is william.gonzalez91214@yahoo.com? That's correct. Okay, so let's see here. So, looking at the beneficiaries, looks like Allie Gonzalez was added. Yeah, they don't, they don't have that on record with them or with APL. Yeah, now, did you just get off the phone with them? Just right now. All right, so let's see here. Trying to see. I'm traveling next... I'm flying next week to Tulum for my daughter's wedding. But with all these, you know, airplane accidents, but it just seems like there's a lot, a lot of stuff being brought up and I was just like, "Maybe I should have everything all situated." Totally understand. So let's see here. Okay. Let me save that again. Now, I do know it should be updated with the carrier within 24 to 48 hours, but let me reach out to my back office, um, specifically the account manager to make sure if it is updated with them. And then once I do receive word back from our back office, I can give you a call back. Okay, William? Sounds good. Awesome. Well, is there anything else that I can assist you with today? No, that'd be great. I, I appreciate the call, call back because sometimes, you know... All right. Thank you, sir. You're welcome. You have a great day, okay? Have a good day. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey, Justin. I called about questions about my term life earlier today, and then I got transferred over to term life and they answered my questions, you know, pretty

good. But when I was talking to them, they said that my term life does not have a beneficiary listed, so I'm calling to correct that with you if possible. My-

Speaker speaker_0: Yeah. Um.

Speaker speaker_1: ... name is William Gonzalez. I'm with Oxford.

Speaker speaker_0: This is Faffagat. Okay, so Oxford. What's the last four of your Social?

Speaker speaker_1: 7885.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and ZIP code?

Speaker speaker_1: 2564 Sycamore Court, Wasco, California 93280.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: September 11th, 1974. First birthday ever.

Speaker speaker_0: Right. And a good telephone number have the 661-932-3954.

Speaker speaker_1: Let's update that, too, because I don't know why I still have that phone number. So, this 949-664-1036.

Speaker speaker_0: And just to confirm, 949-664-1036?

Speaker speaker_1: Yeah. What number did you guys have?

Speaker speaker_0: Um, honestly, I just saved it. I- I, I saved the... Uh...

Speaker speaker_1: Okay, 'cause that doesn't even seem familiar. I wonder how that number got on there. 0000-00-00.

Speaker speaker_0: Okay. And the email address is william.gonzalez91214@yahoo.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay, so let's see here. So, looking at the beneficiaries, looks like Allie Gonzalez was added.

Speaker speaker_1: Yeah, they don't, they don't have that on record with them or with APL.

Speaker speaker_0: Yeah, now, did you just get off the phone with them?

Speaker speaker_1: Just right now.

Speaker speaker_0: All right, so let's see here. Trying to see.

Speaker speaker_1: I'm traveling next... I'm flying next week to Tulum for my daughter's wedding. But with all these, you know, airplane accidents, but it just seems like there's a lot, a lot of stuff being brought up and I was just like, "Maybe I should have everything all situated."

Speaker speaker_0: Totally understand. So let's see here. Okay. Let me save that again. Now, I do know it should be updated with the carrier within 24 to 48 hours, but let me reach

out to my back office, um, specifically the account manager to make sure if it is updated with them. And then once I do receive word back from our back office, I can give you a call back. Okay, William?

Speaker speaker_1: Sounds good.

Speaker speaker_0: Awesome. Well, is there anything else that I can assist you with today?

Speaker speaker_1: No, that'd be great. I, I appreciate the call, call back because sometimes, you know... All right. Thank you, sir.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Have a good day.

Speaker speaker_0: All right, bye-bye.