

Transcript: Justin

Mills-6371831167008768-4587945592307712

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, Justin. It's Tracy at APL. How are you today? I'm okay. How are you doing? I'm doing good, thank you. So I have an insured on the line who, um, was calling us to try to get assistance in setting up her profile on our portal, but her last name is incorrect. So I explained to her that you all would have to get that corrected and then, you know, it would be electronically transmitted over to us to get it updated. Mm-hmm. But in your system currently, her last... She's with MAU. Okay. And the last, uh... Give me one second. I got off of that screen. Um, the last four on her social is going to be 9485. Currently it's showing her last name as spelled as G-A-T-U, first name is Gloria, but the last name should be, according to her, D as in delta, A-T-U, Datu. It's D-A-U... Uh, D-A-T-U? That's what she said. Mm-hmm. But I can't change that in our system. You all will have to change it and then have it come over to us electronically. Okay, I can edit that for her. Um, you can transfer over. Okay. All right. Well, perfect. Well, thank you so much and have a great afternoon. You do the same, okay? Right. Thanks, Justin. No problem. All right. Here comes Ms. Datu. All right. Bye-bye. Bye-bye. Hello. Am I speaking with Gloria? Yes. Okay. So Tracy from APL informed me you needed to update your last name with us at Benefits on a Card. Is that correct? Yes. Okay. Um, for security purposes, can you verify your date of birth for me? 12/12/84. Okay. And your last name was spelled D-A-T-U. Is that correct? Yes. D-A-T-U. Okay. Let's see here. Yes, I was trying to, um, log in, I mean register and log in, but this is, it's gonna be, uh, maybe two, two weeks. Oh, yeah. I understand. Um- Because I have to, you, you know... So I see- Yeah. ... you have... I see you have the employee plus family coverage. However, the spouse that's listed as a dependent has a date of birth of March 25th of 2012. Can... Do we have a... Were you wanting employee plus family coverage or was it employee plus child coverage? Um, so I cannot add a, another one person, right? No? Um, so what I'm asking is, uh, you have employee plus family coverage, but the spouse that's listed has a date of birth of March 25th of 2012, so that would actually be 12 years old. That's not old enough to be a, a, a, an adult, so I was just confirming if that what the correct date of birth for that spouse is or if you were just wanting employee plus child coverage- Yeah. It, it- ... or children coverage. That's my... Yeah, that's my son. Okay, so that's the son? Okay. Mm-hmm. So were you wanting employee plus children or employee plus family coverage? 'Cause employee plus children, that's you and the children. Employee plus family, that's you plus the spouse plus the children. It was, uh, for family. Okay, so employee plus family. Okay, so who- Spouse. ... is the spouse? Um, I... Can you write it down? No? Can, can you add, add them up? Or did I, uh, add them up when I, when I was applying? So when you applied, the only dependents that I'm seeing have date of births of 2012, 2010, 2016 and then 2017, so I'm not seeing a spouse. Oh. So I cannot do spouse for now, right? I can add a spouse if you were

wanting employee plus family coverage. I'm just... I was just needing to confirm- Yes, yes. ... the spouse was and your date of birth. Yes, I want to add, add, add them up. Okay, so all of these are children, correct? Yes. Okay. So give me one second. It's a child. Child. And do you by any chance have, uh, their socials? 'Cause I'm missing all of their socials as well. Oh. You want me to give it to you right away, right today, now? Like, right now so I can... Oh. Um, if you don't have them- Okay. ... right now, I can, um, I can leave everything how it is right now and then you just give us a call back when you do have it. But if you have it now, I can go ahead- I do have- ... add it to the file. Yeah. I, I have. I have it. Okay. So let's start with the child that was born on March 25th of 2012, okay? And... Oh my gosh. So scared. Okay, March 20-... 25 is my son. Okay. 334-17-3903. Okay. And just to confirm, that was 334-17-3903? Yes. Okay, so I'll save that. And then the next child, Lanrak, with a date of birth of 4/10 of 2010. What's his social, or her social? 747-56-5536. And just to confirm that one, 747-56-5536? Yes. Okay. And then the next child is Mathy, uh, Jibas, with a date of birth of February 9, 2016. 597-31-9333. And just to confirm that one, 597-31-9333? Yes. Okay. And then the last child with a date of birth of 11/8/2017, and their social? 03265-1849. And just to confirm that one, 03265-1849? Yes. Okay. And what's your spouse's first and last name? Uh, J-I-M, Jim, J-O-K R-A-Y. Jokray. J-O-K-R-A-Y. R... Okay. And his social? 684-64-0644. And just to confirm that one, 684-64-0644? Yes. And his date of birth? July 3rd, 1983. 83, okay. So I went ahead and added all of the children's socials down, as well as added your spouse to the coverage. Um, now you're missing a beneficiary for the term life. Uh, who do you want to put... Or the critical illness. Who do you want to put down as a beneficiary? Um, I, I, I, I didn't do that. Uh, you put, you put critical illness down, so we need a beneficiary for the critical illness. So say if something happens to you, who do you want that benefit going to? Um, my spouse. Your spouse. That's who it's on, on there. Okay. Yes. Let's see. And... Okay. So I went ahead and added your spouse as the b- beneficiary for you. I updated your last name to be Batu. Um, is there anything else I can help you out with today, Gloria? That'll be it. No, thank you but yeah, they said, um, I have to, um, correct my last name so that they can, uh, add me on file, like register and so I can log in, like that. Okay, so I went ahead and updated in our system, so it should be updated within the next 24 hours, okay? Okay. Thank you. You're welcome. You have a great day, okay? You too. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, Justin. It's Tracy at APL. How are you today?

Speaker speaker_1: I'm okay. How are you doing?

Speaker speaker_2: I'm doing good, thank you. So I have an insured on the line who, um, was calling us to try to get assistance in setting up her profile on our portal, but her last name is incorrect. So I explained to her that you all would have to get that corrected and then, you

know, it would be electronically transmitted over to us to get it updated.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: But in your system currently, her last... She's with MAU.

Speaker speaker_1: Okay.

Speaker speaker_2: And the last, uh... Give me one second. I got off of that screen. Um, the last four on her social is going to be 9485. Currently it's showing her last name as spelled as G-A-T-U, first name is Gloria, but the last name should be, according to her, D as in delta, A-T-U, Datu.

Speaker speaker_1: It's D-A-U... Uh, D-A-T-U?

Speaker speaker_2: That's what she said. Mm-hmm. But I can't change that in our system. You all will have to change it and then have it come over to us electronically.

Speaker speaker_1: Okay, I can edit that for her. Um, you can transfer over.

Speaker speaker_2: Okay. All right. Well, perfect. Well, thank you so much and have a great afternoon.

Speaker speaker_1: You do the same, okay?

Speaker speaker_2: Right. Thanks, Justin.

Speaker speaker_1: No problem.

Speaker speaker_2: All right. Here comes Ms. Datu. All right. Bye-bye.

Speaker speaker_1: Bye-bye. Hello. Am I speaking with Gloria?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. So Tracy from APL informed me you needed to update your last name with us at Benefits on a Card. Is that correct?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. Um, for security purposes, can you verify your date of birth for me?

Speaker speaker_3: 12/12/84.

Speaker speaker_1: Okay. And your last name was spelled D-A-T-U. Is that correct?

Speaker speaker_3: Yes.

Speaker speaker_1: D-A-T-U. Okay. Let's see here.

Speaker speaker_3: Yes, I was trying to, um, log in, I mean register and log in, but this is, it's gonna be, uh, maybe two, two weeks.

Speaker speaker_1: Oh, yeah. I understand. Um-

Speaker speaker_3: Because I have to, you, you know...

Speaker speaker_1: So I see-

Speaker speaker_3: Yeah.

Speaker speaker_1: ... you have... I see you have the employee plus family coverage. However, the spouse that's listed as a dependent has a date of birth of March 25th of 2012. Can... Do we have a... Were you wanting employee plus family coverage or was it employee plus child coverage?

Speaker speaker_3: Um, so I cannot add a, another one person, right? No?

Speaker speaker_1: Um, so what I'm asking is, uh, you have employee plus family coverage, but the spouse that's listed has a date of birth of March 25th of 2012, so that would actually be 12 years old. That's not old enough to be a, a, a, an adult, so I was just confirming if that what the correct date of birth for that spouse is or if you were just wanting employee plus child coverage-

Speaker speaker_3: Yeah. It, it-

Speaker speaker_1: ... or children coverage.

Speaker speaker_3: That's my... Yeah, that's my son.

Speaker speaker_1: Okay, so that's the son? Okay.

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: So were you wanting employee plus children or employee plus family coverage? 'Cause employee plus children, that's you and the children. Employee plus family, that's you plus the spouse plus the children.

Speaker speaker_3: It was, uh, for family.

Speaker speaker_1: Okay, so employee plus family. Okay, so who-

Speaker speaker_3: Spouse.

Speaker speaker_1: ... is the spouse?

Speaker speaker_3: Um, I... Can you write it down? No? Can, can you add, add them up? Or did I, uh, add them up when I, when I was applying?

Speaker speaker_1: So when you applied, the only dependents that I'm seeing have date of births of 2012, 2010, 2016 and then 2017, so I'm not seeing a spouse.

Speaker speaker_3: Oh. So I cannot do spouse for now, right?

Speaker speaker_1: I can add a spouse if you were wanting employee plus family coverage. I'm just... I was just needing to confirm-

Speaker speaker_3: Yes, yes.

Speaker speaker_1: ... the spouse was and your date of birth.

Speaker speaker_3: Yes, I want to add, add, add them up.

Speaker speaker_1: Okay, so all of these are children, correct?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. So give me one second. It's a child. Child. And do you by any chance have, uh, their socials? 'Cause I'm missing all of their socials as well.

Speaker speaker_3: Oh. You want me to give it to you right away, right today, now? Like, right now so I can... Oh.

Speaker speaker_1: Um, if you don't have them-

Speaker speaker_3: Okay.

Speaker speaker_1: ... right now, I can, um, I can leave everything how it is right now and then you just give us a call back when you do have it. But if you have it now, I can go ahead-

Speaker speaker_3: I do have-

Speaker speaker_1: ... add it to the file.

Speaker speaker_3: Yeah. I, I have. I have it.

Speaker speaker_1: Okay. So let's start with the child that was born on March 25th of 2012, okay? And...

Speaker speaker_3: Oh my gosh. So scared. Okay, March 20-... 25 is my son. Okay. 334-17-3903.

Speaker speaker_1: Okay. And just to confirm, that was 334-17-3903?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay, so I'll save that. And then the next child, Lanrak, with a date of birth of 4/10 of 2010. What's his social, or her social?

Speaker speaker_3: 747-56-5536.

Speaker speaker_1: And just to confirm that one, 747-56-5536?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. And then the next child is Mathy, uh, Jibas, with a date of birth of February 9, 2016.

Speaker speaker_3: 597-31-9333.

Speaker speaker_1: And just to confirm that one, 597-31-9333?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. And then the last child with a date of birth of 11/8/2017, and their social?

Speaker speaker_3: 03265-1849.

Speaker speaker_1: And just to confirm that one, 03265-1849?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. And what's your spouse's first and last name?

Speaker speaker_3: Uh, J-I-M, Jim, J-O-K R-A-Y. Jokray. J-O-K-R-A-Y.

Speaker speaker_1: R... Okay. And his social?

Speaker speaker_3: 684-64-0644.

Speaker speaker_1: And just to confirm that one, 684-64-0644?

Speaker speaker_3: Yes.

Speaker speaker_1: And his date of birth?

Speaker speaker_3: July 3rd, 1983.

Speaker speaker_1: 83, okay. So I went ahead and added all of the children's socials down, as well as added your spouse to the coverage. Um, now you're missing a beneficiary for the term life. Uh, who do you want to put... Or the critical illness. Who do you want to put down as a beneficiary?

Speaker speaker_3: Um, I, I, I, I didn't do that.

Speaker speaker_1: Uh, you put, you put critical illness down, so we need a beneficiary for the critical illness. So say if something happens to you, who do you want that benefit going to?

Speaker speaker_3: Um, my spouse.

Speaker speaker_1: Your spouse.

Speaker speaker_3: That's who it's on, on there.

Speaker speaker_1: Okay.

Speaker speaker_3: Yes.

Speaker speaker_1: Let's see. And... Okay. So I went ahead and added your spouse as the beneficiary for you. I updated your last name to be Batu. Um, is there anything else I can help you out with today, Gloria?

Speaker speaker_3: That'll be it. No, thank you but yeah, they said, um, I have to, um, correct my last name so that they can, uh, add me on file, like register and so I can log in, like that.

Speaker speaker_1: Okay, so I went ahead and updated in our system, so it should be updated within the next 24 hours, okay?

Speaker speaker_3: Okay. Thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_3: You too.

Speaker speaker_1: All right, bye-bye.