

Transcript: Justin

Mills-6487528739487744-4511606553493504

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yeah. Um, yes. I was calling because, um, I seen the email 'cause me and my husband just enrolled, but they misspelled his name. Okay, uh, let me check on that. What's that staffing agency you work for? Uh, TRC. And the last four of your social? 0376. And your first and last name? Brittany Murray. And for security purposes, could you verify your home address, including city, state and zip code, Brittany? 5793 Place, Emily, Georgia 30294. And confirm your date of birth? 01/28/86. Okay, and a good telephone number have a 770-601-9121? Correct. And the email address is brittany.murray86@yahoo? Yes. Okay, so let's see here. So, they spelled your spouse's first name wrong. Is that correct? Correct. Okay. And spell the first name for me? It's S-H-E-X-N-I-E A-V as in Victor I-A, but I think they got a D. Okay. And just to confirm, S-H-E-X-N-I-E A-V as in Victor I-A? Correct. Okay, let's see here. So, I went ahead and updated that in our system, so what I'll go ahead and do, I'll email my back office, have them send a manual update to the insurance carrier with the new correct spelling of the first name and have- Okay. ... a new ID card mailed out to you, okay? Okay, thank you. You're welcome. You have a great weekend, okay? Uh-huh, bye bye. All right, bye bye.

Conversation Format

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

Speaker speaker_1: Yeah. Um, yes. I was calling because, um, I seen the email 'cause me and my husband just enrolled, but they misspelled his name.

Speaker speaker_0: Okay, uh, let me check on that. What's that staffing agency you work for?

Speaker speaker_1: Uh, TRC.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 0376.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Brittany Murray.

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

Speaker speaker_1: 5793

Speaker speaker_2: Place, Emily, Georgia 30294.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 01/28/86.

Speaker speaker_0: Okay, and a good telephone number have a 770-601-9121?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email address is brittany.murray86@yahoo?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let's see here. So, they spelled your spouse's first name wrong. Is that correct?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And spell the first name for me?

Speaker speaker_1: It's S-H-E-X-N-I-E A-V as in Victor I-A, but I think they got a D.

Speaker speaker_0: Okay. And just to confirm, S-H-E-X-N-I-E A-V as in Victor I-A?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, let's see here. So, I went ahead and updated that in our system, so what I'll go ahead and do, I'll email my back office, have them send a manual update to the insurance carrier with the new correct spelling of the first name and have-

Speaker speaker_1: Okay.

Speaker speaker_0: ... a new ID card mailed out to you, okay?

Speaker speaker_1: Okay, thank you.

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

Speaker speaker_1: Uh-huh, bye bye.

Speaker speaker_0: All right, bye bye.