

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, I had a call from Chris the other day, and then I called back and he wasn't there, and apparently now have a question about my date of birth. Okay. Um, what's the past three digits of your Social Security card? Oxford Global Resources. And the last four of your Social? 2140. And what was your first and last name? Brian McMillan. And for security purposes, can you verify your home address, including city, state and zip code, Brian? 207 East Street, Mount Vernon, Texas 75457. And your date of birth? May 6th, '69. And a good telephone number has 903-348-6451? Yes. And the email address is bkmack698outlook... Dot com, yes. Okay, so let's see here. Okay, so looking at no history, I do see where you called in, or where Chris made the outbound call to you regarding the incorrect date of birth for a claim, and then you spoke with Victoria, uh, regarding the date of birth as well, which was corrected in our system. Um, I- let me see if she received any word back from the back office, because she sent an email to our back office to get more information for it. Um, sh- let's see. And what were you, uh, having problems with? Were you still pr- having issues with the claim, with the date of birth? I don't know what claim it is, so I have no idea if it's... No idea. Okay. Um, let me- He called me here. Okay. Well, bear with me one second while I, um, see what's going on, okay? Okay. Okay. Thank you. Hello, Brian. You still there? Yes. Awesome. Thank you so much for holding. Um, so looking at- at the- at the file, your s- your date of birth was correct in our system, um, so we're still waiting for information from our back office to confirm the discrepancy. Um, but once I do receive word back or once Victoria receives word back, either one of us will make that outbound call to you. Okay. Well, what is the claim in question? Um, now honestly, we don't have access to claims. Only thing that we show is active coverage, so honestly, um, I mean, I can transfer you over to APL so they can give you more information regarding what date of service it was. Uh, sure. Okay. Um, let's see. But like I said, once me or Victoria receive word back from our back office, we can give you a call back, but is there anything else I can assist you with today before I transfer you over? No, I think that's it. Appreciate your help. You're welcome. You have a great day, Brian, okay? Just bear with me one second, okay? Thank you. You're welcome.

Conversation Format

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

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

Speaker speaker_2: Yes, I had a call from Chris the other day, and then I called back and he wasn't there, and apparently now have a question about my date of birth.

Speaker speaker_1: Okay. Um, what's the past three digits of your Social Security card?

Speaker speaker_2: Oxford Global Resources.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 2140.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Brian McMillan.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Brian?

Speaker speaker_2: 207 East Street, Mount Vernon, Texas 75457.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: May 6th, '69.

Speaker speaker_1: And a good telephone number has 903-348-6451?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email address is bkmack698outlook...

Speaker speaker_2: Dot com, yes.

Speaker speaker_1: Okay, so let's see here. Okay, so looking at no history, I do see where you called in, or where Chris made the outbound call to you regarding the incorrect date of birth for a claim, and then you spoke with Victoria, uh, regarding the date of birth as well, which was corrected in our system. Um, I- let me see if she received any word back from the back office, because she sent an email to our back office to get more information for it. Um, sh- let's see. And what were you, uh, having problems with? Were you still pr- having issues with the claim, with the date of birth?

Speaker speaker_2: I don't know what claim it is, so I have no idea if it's... No idea.

Speaker speaker_1: Okay. Um, let me-

Speaker speaker_2: He called me here.

Speaker speaker_1: Okay. Well, bear with me one second while I, um, see what's going on, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay.

Speaker speaker_2: Thank you.

Speaker speaker_1: Hello, Brian. You still there?

Speaker speaker_2: Yes.

Speaker speaker_1: Awesome. Thank you so much for holding. Um, so looking at- at the- at the file, your s- your date of birth was correct in our system, um, so we're still waiting for information from our back office to confirm the discrepancy. Um, but once I do receive word back or once Victoria receives word back, either one of us will make that outbound call to you.

Speaker speaker_2: Okay. Well, what is the claim in question?

Speaker speaker_1: Um, now honestly, we don't have access to claims. Only thing that we show is active coverage, so honestly, um, I mean, I can transfer you over to APL so they can give you more information regarding what date of service it was.

Speaker speaker_2: Uh, sure.

Speaker speaker_1: Okay. Um, let's see. But like I said, once me or Victoria receive word back from our back office, we can give you a call back, but is there anything else I can assist you with today before I transfer you over?

Speaker speaker_2: No, I think that's it. Appreciate your help.

Speaker speaker_1: You're welcome. You have a great day, Brian, okay? Just bear with me one second, okay?

Speaker speaker_2: Thank you.

Speaker speaker_1: You're welcome.