

Transcript: Sara

Marulanda-4509329999183872-5255360315572224

Full Transcript

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Hi, Sarah. This is Tracy with APL. How are you today? Hello, Tracy. I'm doing okay. Hi, how you doing? I'm doing fine, thank you. So I have a f- um, an insured on the line, and she's needing to get her date of birth corrected because it is definitely not correct- ... based on the information she is- Okay. ... providing for me. She's a lot older on the system than she actually is in real life. So her last name... Well, her name is Jamila, J-A-M-I-L-A, Caffey, C-A-F-F-E-Y. C-A-F-F-E-Y? No. C as in Charlie, A, F as in Frank, F as in Frank, E-Y. And the last four for social is 3733. And she is with temp staff. Temp staff. Sure, you can put her on the phone if you want to. Okay, so yes, ma'am, so what do you show as her date of birth in your system? Okay, give me a minute. I'm trying to get her here. Yeah, sure. Three... System is kind of crazy today. Uh-oh. One of those days, huh? I'm sorry. Yeah. Okay, I got here 1994, December 1994. Okay, so for whatever reason- Hmm, so- ... we have 11/5 of 1966. Hm. That's weird. Um, yes, we got December 19th, 1994. Uh, let me check. Okay. Okay, yes. It was changed on... See what day it was. Um- And is there a way- 17. Oh. It was 2017. And let me see who changed it. I think it was her, because it was November 5th, 1966 and on November- But shouldn't we... Yeah. Shouldn't we have received a file to, uh, update that information already? Well, I think so. Uh, we don't... Or, what, I don't do that. Okay. I'm ex-service. Uh, that should be the dealer- Right. But you could just check on that? Because APL is still showing the November 5th, 1966. Okay. Yes. Then let me do that, and I will send an email- Okay. ... 3:00 AM for her to correct that and to communicate with you guys. Yes. Okay? Yes, awesome, but if you'll just verify with the member that you all do have it correct, and that you're going to be getting that information over to APL so that our system can be updated. Sure. Uh, let me do that. And, uh, before I let you go- Okay. You're Tracy, right? Tracy? Yes. Uh-huh. Yes, ma'am. Okay, Tracy. Perfect. So I'll be sure- Okay. ... I'll send this information to them at 2:00 PM. Yeah. And you can put her on the phone. Okay. Well, perfect. Thank you so much, and it was nice speaking to you, Sarah. I hope you have a great day. You have a wonderful day. Thank you for calling us. Mm, bye-bye. Yes, ma'am. Bye-bye. Mm, bye. Hello? Hello? Hello? Hello? Hello? Ms. Caffey? Hello, Ms. Caffey? Jamila Caffey? Hello, Ms. Caffey, are you there? Hello, Jamila Caffey, are you there? Hello, Ms. Jamila Caffey, are you there? After waiting four minutes for the call transferring, this call will be disconnected due to no answer.

Conversation Format

Speaker None: Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Hi, Sarah. This is Tracy with APL. How are you today? Hello, Tracy. I'm doing okay. Hi, how you doing? I'm doing fine, thank you. So I have a f- um, an insured on the line, and she's needing to get her date of birth corrected because it is definitely not correct- ... based on the information she is- Okay. ... providing for me. She's a lot older on the system than she actually is in real life. So her last name... Well, her name is Jamila, J-A-M-I-L-A, Caffey, C-A-F-F-E-Y. C-A-F-F-E-Y? No. C as in Charlie, A, F as in Frank, F as in Frank, E-Y. And the last four for social is 3733. And she is with temp staff. Temp staff. Sure, you can put her on the phone if you want to. Okay, so yes, ma'am, so what do you show as her date of birth in your system? Okay, give me a minute. I'm trying to get her here. Yeah, sure. Three... System is kind of crazy today. Uh-oh. One of those days, huh? I'm sorry. Yeah. Okay, I got here 1994, December 1994. Okay, so for whatever reason- Hmm, so- ... we have 11/5 of 1966. Hm. That's weird. Um, yes, we got December 19th, 1994. Uh, let me check. Okay. Okay, yes. It was changed on... See what day it was. Um- And is there a way- 17. Oh. It was 2017. And let me see who changed it. I think it was her, because it was November 5th, 1966 and on November- But shouldn't we... Yeah. Shouldn't we have received a file to, uh, update that information already? Well, I think so. Uh, we don't... Or, what, I don't do that. Okay. I'm ex- service. Uh, that should be the dealer- Right. But you could just check on that? Because APL is still showing the November 5th, 1966. Okay. Yes. Then let me do that, and I will send an email- Okay. ... 3:00 AM for her to correct that and to communicate with you guys. Yes. Okay? Yes, awesome, but if you'll just verify with the member that you all do have it correct, and that you're going to be getting that information over to APL so that our system can be updated. Sure. Uh, let me do that. And, uh, before I let you go- Okay. You're Tracy, right? Tracy? Yes. Uh-huh. Yes, ma'am. Okay, Tracy. Perfect. So I'll be sure- Okay. ... I'll send this information to them at 2:00 PM. Yeah. And you can put her on the phone. Okay. Well, perfect. Thank you so much, and it was nice speaking to you, Sarah. I hope you have a great day. You have a wonderful day. Thank you for calling us. Mm, bye-bye. Yes, ma'am. Bye-bye. Mm, bye. Hello? Hello? Hello? Hello? Hello? Hello? Ms. Caffey? Hello, Ms. Caffey? Jamila Caffey? Hello, Ms. Caffey, are you there? Hello, Jamila Caffey, are you there? Hello, Ms. Jamila Caffey, are you there? After waiting four minutes for the call transferring, this call will be disconnected due to no answer.