

Transcript: Sara

Marulanda-5602608111861760-6547920481599488

Full Transcript

Your call- Hello. ... may be monitored or recorded for quality assurance purposes. Hello. May I speak with Lisa Valkenburg? Who's calling? This is Benefits in a Card calling on behalf of Integrity Trace Services. Yes? Um, Ms. Valkenberg, um, we're assessing the wrong forms for healthcare c- coverage. You request coverage for employee plus family, but we only have the information for one dependent, a child. So the question is, uh, do you want just employee plus child or- Yeah, for- for my husband as well- ... do you want to include their sp- ... for my husband as well. But, uh, for some reason when I backtracked to try to fill that in, it never showed me a spot to put it. Okay. So, um, would you like to provide us with that information now? Sure. Okay. I'm gonna need his first name. Matthew. Okay. M-A-T-H-E-W? Uh, two T's. I'm... Two T's? Yes. M-A-T-T-H-E-W? Correct. Any middle initial? F. As in Sierra. And the last name? Uh, F as in Frank. Oh, I have to... Oh, his last- Okay. Sorry. Hello, ma'am? Yes. F as in Frank. Okay. And his last name? Uh, the same as mine. V- Valkenburg with a V as in Victor. Okay, ma'am. And his, uh, Social Security number? 333688- I'm sorry. 8819. I'm sorry, it was breaking up. Can you repeat that for me? 3... 333688819. So we got 333688819. Right. Okay. And his date of birth? Uh, 8/13/66. All righty. So I think that's pretty much all what we need. Um, do you have any questions for me? No, I think that's everything. I'm... I'm appreciative that you were able to get ahold of me. Uh-huh. Yeah. Yeah, I just tried to put that back in there and then I thought, "Well, maybe they just assume, you know, that's my husband or something." You really help us to complete this file. Okay, ma'am. Thank you very much for answering our call from Benefits in a Card. I really do want a wonderful- All right. Have a wonderful day. ... day. You as well, ma'am. Thank you so much. Bye now. Mm-hmm. Sure. Mm, bye-bye.

Conversation Format

Speaker None: Your call- Hello. ... may be monitored or recorded for quality assurance purposes. Hello. May I speak with Lisa Valkenburg? Who's calling? This is Benefits in a Card calling on behalf of Integrity Trace Services. Yes? Um, Ms. Valkenberg, um, we're assessing the wrong forms for healthcare c- coverage. You request coverage for employee plus family, but we only have the information for one dependent, a child. So the question is, uh, do you want just employee plus child or- Yeah, for- for my husband as well- ... do you want to include their sp- ... for my husband as well. But, uh, for some reason when I backtracked to try to fill that in, it never showed me a spot to put it. Okay. So, um, would you like to provide us with that information now? Sure. Okay. I'm gonna need his first name. Matthew. Okay. M-A-T-H-E-W? Uh, two T's. I'm... Two T's? Yes. M-A-T-T-H-E-W? Correct. Any middle initial?

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