

## Transcript: Sara

**Marulanda-5681957113872384-6510968547229696**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. This is Benefits in a Card calling for Landon Rayburn. Yeah, this is him. Hello, Mr. Rayburn. Um, I was told by, um, my coworker, Priscilla, that you need us, you need from us to change an email name. Is that correct? Well, I, I asked to see if my wife's name, my I- her last name was spelled, uh, it wasn't spelled correctly, so I'm seeing if there was a way to change it 'cause it says you guys are able to do that. Okay. Are we talking about Kylie Danta? Yeah. Her name is not Kylie Danta. It's Kylie Banta with a B instead of a D. Okay. Hold on, please. Let me review some information here. Give me just a minute please. Hmm. Give me just a minute. I'm just waiting for the system to download. Kylie N. Banta. Is that correct? Yeah. Kylie A. Banta. Okay. Just not Danta. And I was seeing if you guys are able to fix that. Banta with B as in bravo, right? Yeah. B as in boy. Yes. Okay. Give me just a minute. Okay. Let me do that for you. Okay. Thank you. So is that K-Y-L-I-E? Yes. Okay. Your middle name A as in alpha? Yes. B-A-N-T-A is the last name? Yes. Banta. Ah. Okay. And her date of birth is- November- ... November twen- Okay, hold on. Let me, let me see. November 23rd- Yes. It's 2001. ... 2001. Is that correct? Okay. Perfect. Yes. Okay. So I have already corrected the name and the email was- I, is this correct today? Yes. I d-... I did correct the name here on our system. The, the email you say you received was, uh, what kind of email was that? Like a confirmation, enron-... What email was that? What the email say? It was, uh, activating the account email. Yeah, but, uh, when you say the account, was that like for a vision, dental, uh, preventive care, um, virtual care? Oh, it's vision, dental, and lice. Okay. So I already update the name here on this system. I correct it. I'm gonna send that- Okay. ... um, to the co-, uh, carriers of the insurance, uh, for dental and, uh, um, APL and 90 Degrees who are the carriers of the insurance. I'm gonna send that information for them to update their system and, uh, to correct the ID cards. They haven't sent them yet because, uh, they- they're not gonna send them until the end of the week. But, um, I'm gonna send that before they, um, they send the ID cards. That way, they can correct it before they send the ID cards to your mailing address. Okay? Okay. That sounds good. Is there any other, uh, thing that we will have to fix or is everything okay now? No. That should be the only thing and once you got that fixed, we should be okay. All righty then. Sure. So just in case something became with a wrong name, just please give us a call back and we will resolve that for you. Hopefully now this is not the- All right. Thank you. ... the last time. Okay, sir. You're more than welcome. And have a wonderful day and thank you for accepting our call from Benefits in a Card. And once again, I'm sorry for the previous call to get disconnected. It's okay. All righty then. Thank you for calling us. Have a wonderful day. You too. Bye. Mm-hmm. Bye.

## Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello. This is Benefits in a Card calling for Landon Rayburn. Yeah, this is him. Hello, Mr. Rayburn. Um, I was told by, um, my coworker, Priscilla, that you need us, you need from us to change an email name. Is that correct? Well, I, I asked to see if my wife's name, my I- her last name was spelled, uh, it wasn't spelled correctly, so I'm seeing if there was a way to change it 'cause it says you guys are able to do that. Okay. Are we talking about Kylie Danta? Yeah. Her name is not Kylie Danta. It's Kylie Banta with a B instead of a D. Okay. Hold on, please. Let me review some information here. Give me just a minute please. Hmm. Give me just a minute. I'm just waiting for the system to download. Kylie N. Banta. Is that correct? Yeah. Kylie A. Banta. Okay. Just not Danta. And I was seeing if you guys are able to fix that. Banta with B as in bravo, right? Yeah. B as in boy. Yes. Okay. Give me just a minute. Okay. Let me do that for you. Okay. Thank you. So is that K-Y-L-I-E? Yes. Okay. Your middle name A as in alpha? Yes. B-A-N-T-A is the last name? Yes. Banta. Ah. Okay. And her date of birth is- November- ... November twen- Okay, hold on. Let me, let me see. November 23rd- Yes. It's 2001. ... 2001. Is that correct? Okay. Perfect. Yes. Okay. So I have already corrected the name and the email was- I, is this correct today? Yes. I d-... I did correct the name here on our system. The, the email you say you received was, uh, what kind of email was that? Like a confirmation, enron-... What email was that? What the email say? It was, uh, activating the account email. Yeah, but, uh, when you say the account, was that like for a vision, dental, uh, preventive care, um, virtual care? Oh, it's vision, dental, and lice. Okay. So I already update the name here on this system. I correct it. I'm gonna send that- Okay. ... um, to the co-, uh, carriers of the insurance, uh, for dental and, uh, um, APL and 90 Degrees who are the carriers of the insurance. I'm gonna send that information for them to update their system and, uh, to correct the ID cards. They haven't sent them yet because, uh, they- they're not gonna send them until the end of the week. But, um, I'm gonna send that before they, um, they send the ID cards. That way, they can correct it before they send the ID cards to your mailing address. Okay? Okay. That sounds good. Is there any other, uh, thing that we will have to fix or is everything okay now? No. That should be the only thing and once you got that fixed, we should be okay. All righty then. Sure. So just in case something became with a wrong name, just please give us a call back and we will resolve that for you. Hopefully now this is not the- All right. Thank you. ... the last time. Okay, sir. You're more than welcome. And have a wonderful day and thank you for accepting our call from Benefits in a Card. And once again, I'm sorry for the previous call to get disconnected. It's okay. All righty then. Thank you for calling us. Have a wonderful day. You too. Bye. Mm-hmm. Bye.