

Transcript: VICTORIA

Taylor-5872013532676096-4514167675109376

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, I just received a, um, a voicemail regarding my healthcare benefits. You said that my son, there was something wrong with his date of birth. Okay. Uh, what's the name of the agency you work for? Um, Site Staffing. Gotcha. And the last four of your Social? 6-6032. And your first and last name? Julie Jackson. Okay. Do you mind verifying your address and date of birth? Sure. 456 East Brown Street, Apartment 101, Milwaukee, Wisconsin, 53212. And my date of birth is January the 12th, 1973. Okay, phone number 414-426-1329? That's correct. And then email is jacksonjulie100@gmail.com? That's correct. Okay. And, okay, let's see. Yes, it looks like we have Justin Jackson listed, but the date of birth is January 12th, 1973. Oh, sorry. His, uh, that, that was probably a, a, that's a typo by me. His, his date of birth is, um, July the 14th, 2000. July 14th, 2003? Mm-hmm. Okay. And then just to make sure we have the Social correct, it's 398-23-0758. That's correct. Okay. All righty. Let me go ahead and update that. Thank you so much. Yes, ma'am. Um, and is that the only dependent that should be listed for you? Yeah, yeah. Okay. Yeah. Perfect. All righty. I went ahead and updated it. Uh, was there anything else you needed help with? No, that'll be all. Thank you so much. You're welcome. Have a great day. Have a good day. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi, I just received a, um, a voicemail regarding my healthcare benefits. You said that my son, there was something wrong with his date of birth.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Um, Site Staffing.

Speaker speaker_1: Gotcha. And the last four of your Social?

Speaker speaker_2: 6-6032.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Julie Jackson.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Sure. 456 East Brown Street, Apartment 101, Milwaukee, Wisconsin, 53212. And my date of birth is January the 12th, 1973.

Speaker speaker_1: Okay, phone number 414-426-1329?

Speaker speaker_2: That's correct.

Speaker speaker_1: And then email is jacksonjulie100@gmail.com?

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. And, okay, let's see. Yes, it looks like we have Justin Jackson listed, but the date of birth is January 12th, 1973.

Speaker speaker_2: Oh, sorry. His, uh, that, that was probably a, a, that's a typo by me. His, his date of birth is, um, July the 14th, 2000.

Speaker speaker_1: July 14th, 2003?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. And then just to make sure we have the Social correct, it's 398-23-0758.

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. All righty. Let me go ahead and update that.

Speaker speaker_2: Thank you so much.

Speaker speaker_1: Yes, ma'am. Um, and is that the only dependent that should be listed for you?

Speaker speaker_2: Yeah, yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: Perfect. All righty. I went ahead and updated it. Uh, was there anything else you needed help with?

Speaker speaker_2: No, that'll be all. Thank you so much.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Have a great day.

Speaker speaker_1: Have a good day.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: Bye-bye.