

## Transcript: VICTORIA

**Taylor-5914751483723776-4653528230346752**

### 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? Oh, hi, Victoria. Uh, uh, my name is Ronald Wang. Uh, uh, I'm currently a, uh, what do you call it? Cardholder or ins- uh, I currently have insurance with, uh, Benefits on a Card. But today, my wife got a, like a dental bill explanation. And on her, uh, I mean, on her bill, both the address and her, uh, name, both the address was, uh, wrong and her name was misspelled. So I just wanted to confirm on your end that everything is correct. The, uh, uh, is what I'm asking making sense? Yeah. I mean, I can make sure her information's correct in our systems. Um... Cool. What's the name of the agency you're working for again? So the name of the agency is, um, Oxford Global Resources. Okay. And the last four of your Social? 6411. And then, uh, your first and last name again. Sure. Uh, first name is Ronald, R-O-N-A-L-D. Last name is Wang, W-A-N-G. Okay. Do you mind verifying your address and date of birth? Sure. Uh, my act- my address is 11186 Blackbird Lane, Alpharetta, Georgia. Zip code 30022. And, uh, the date of birth is September 20th, year 1988. And then phone number 470-556-1799? Yes. Email is gonna be ronaldwang88@gmail.com? Yes. Okay, so I have the address correct on my end. Um, looks like we have your spouse's name as, uh, Jamie, J-A-M-E-Y. Last name is C-H- Yeah. ... O-I? Yeah. I think, uh, yeah. The, the name is misspelled. It should actually be J-A-M-I-E. Okay. So J-A-M-I-E? Yes. Mm-hmm. And then, uh, yeah, for, for, for some reason, the, uh, dental insurance or APL company got the zip code wrong as 3002-2. So there's like a hyphen between the, uh, between the fourth and fifth zip code. I don't know if there's a hyphen on, uh, your system, but I just want to double-check that. Nope, I have it as 30022 on my end. Gotcha. So what this, I guess, weird, uh, it could be a misprint on, uh, the mailer's end. But do I need to call the, uh, APL, uh, uh, the dental benefits insurance to fix or double-check the zip code? Honestly, I would contact your dental provider, um, 'cause I wouldn't- Okay. ... know if they're the one that put in that information. Uh, I'll double-check. But yeah, this is showing up as American Public Life Insurance Company, like explanation of benefits. But I can double-check for my, uh, uh, dental provider, if that's the case. Yeah, 'cause we have your zip code correct. Um, so the dental insurance would have the same information we have. I'll have to update the insurance carrier on the spelling of your wife's name, but it sounds like maybe the dental provider inputted that information wrong when submitting the claim. By, I, uh, by dental provider, uh, uh... Like your dentist. Okay. Not, not the dental insurance. Right. Okay. Gotcha. Uh, yeah, I'll, I'll follow up with them. But, uh, I guess the last two questions is how long will this, uh, I guess my wife's first name change take into effect? I know it can take about 24 to 48 business hours for them to be updated. Okay. But just to make sure I have everything correct, first name should be J-A-M-I-E, last name is C-H-O-I? That is correct. And then date of birth is January 24th, '89? Correct. And the last four- And- ... of the Social is 9360. 9360.

Let me, uh, quickly double-check that. Okay. Correct, 9360. And I guess this is the most important one. On, on, on your system, you have, uh, the zip code as 30022, correct? Yep. Okay. Yeah, I guess... Okay. Uh, that's all my questions, uh, covered here . All righty. You have a wonderful day. Thank you. Uh, you too. 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: Oh, hi, Victoria. Uh, uh, my name is Ronald Wang. Uh, uh, I'm currently a, uh, what do you call it? Cardholder or ins- uh, I currently have insurance with, uh, Benefits on a Card. But today, my wife got a, like a dental bill explanation. And on her, uh, I mean, on her bill, both the address and her, uh, name, both the address was, uh, wrong and her name was misspelled. So I just wanted to confirm on your end that everything is correct. The, uh, uh, is what I'm asking making sense?

Speaker speaker\_1: Yeah. I mean, I can make sure her information's correct in our systems. Um...

Speaker speaker\_2: Cool.

Speaker speaker\_1: What's the name of the agency you're working for again?

Speaker speaker\_2: So the name of the agency is, um, Oxford Global Resources.

Speaker speaker\_1: Okay. And the last four of your Social?

Speaker speaker\_2: 6411.

Speaker speaker\_1: And then, uh, your first and last name again.

Speaker speaker\_2: Sure. Uh, first name is Ronald, R-O-N-A-L-D. Last name is Wang, W-A-N-G.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: Sure. Uh, my act- my address is 11186 Blackbird Lane, Alpharetta, Georgia. Zip code 30022. And, uh, the date of birth is September 20th, year 1988.

Speaker speaker\_1: And then phone number 470-556-1799?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Email is gonna be ronaldwang88@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so I have the address correct on my end. Um, looks like we have your spouse's name as, uh, Jamie, J-A-M-E-Y. Last name is C-H-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... O-I?

Speaker speaker\_2: Yeah. I think, uh, yeah. The, the name is misspelled. It should actually be J-A-M-I-E.

Speaker speaker\_1: Okay. So J-A-M-I-E?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: And then, uh, yeah, for, for, for some reason, the, uh, dental insurance or APL company got the zip code wrong as 3002-2. So there's like a hyphen between the, uh, between the fourth and fifth zip code. I don't know if there's a hyphen on, uh, your system, but I just want to double-check that.

Speaker speaker\_1: Nope, I have it as 30022 on my end.

Speaker speaker\_2: Gotcha. So what this, I guess, weird, uh, it could be a misprint on, uh, the mailer's end. But do I need to call the, uh, APL, uh, uh, the dental benefits insurance to fix or double-check the zip code?

Speaker speaker\_1: Honestly, I would contact your dental provider, um, 'cause I wouldn't-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... know if they're the one that put in that information.

Speaker speaker\_2: Uh, I'll double-check. But yeah, this is showing up as American Public Life Insurance Company, like explanation of benefits. But I can double-check for my, uh, uh, dental provider, if that's the case.

Speaker speaker\_1: Yeah, 'cause we have your zip code correct. Um, so the dental insurance would have the same information we have. I'll have to update the insurance carrier on the spelling of your wife's name, but it sounds like maybe the dental provider inputted that information wrong when submitting the claim.

Speaker speaker\_2: By, I, uh, by dental provider, uh, uh...

Speaker speaker\_1: Like your dentist.

Speaker speaker\_2: Okay. Not, not the dental insurance.

Speaker speaker\_1: Right.

Speaker speaker\_2: Okay. Gotcha. Uh, yeah, I'll, I'll follow up with them. But, uh, I guess the last two questions is how long will this, uh, I guess my wife's first name change take into effect?

Speaker speaker\_1: I know it can take about 24 to 48 business hours for them to be updated.

Speaker speaker\_2: Okay.

Speaker speaker\_1: But just to make sure I have everything correct, first name should be J-A-M-I-E, last name is C-H-O-I?

Speaker speaker\_2: That is correct.

Speaker speaker\_1: And then date of birth is January 24th, '89?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And the last four-

Speaker speaker\_2: And-

Speaker speaker\_1: ... of the Social is 9360.

Speaker speaker\_2: 9360. Let me, uh, quickly double-check that.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Correct, 9360. And I guess this is the most important one. On, on, on your system, you have, uh, the zip code as 30022, correct?

Speaker speaker\_1: Yep.

Speaker speaker\_2: Okay. Yeah, I guess... Okay. Uh, that's all my questions, uh, covered here .

Speaker speaker\_1: All righty. You have a wonderful day.

Speaker speaker\_2: Thank you. Uh, you too. Bye-bye.

Speaker speaker\_1: Bye-bye.