

Transcript: VICTORIA

Taylor-6534578220515328-5596265439510528

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? Victoria, how are you doing today? Good. How are you? I'm great. I call on behalf of someone but she's not there. I got her information. She at work. Can I talk for her? Do you know the name of the person you spoke with previously? Uh, no. But, uh, I called for her previously about the, we call for insurance. They just sent her dental and vision. They haven't sent her health insurance because we choose medical, uh, I think VIP. So I don't know if she did a mistake, the, the agent without you. They haven't sent any health insurance. That's why I call for her, but she's not with me, she at work. So I'm at work too but I can talk but she can't talk while she working. Oh, okay. So you're calling in on behalf of someone? Yes, on behalf of someone. Okay. Has she previously given us permission to speak with you? Yes. Yes. Okay, I'll need to check the file and verify that, otherwise we would have to speak to her and get that permission. What is her name? Yes, you can check. Uh, Keorilinosias. K-E-O-R-I-L-I-N-O-S-I-A-S. O-S-I-A-S. Okay, so K-E-O-R- K-E-R like Robert, L-I-N-E. K-E-R-L-I-L-E? N. Okay, so K-E-R- L. L as in Larry? I. Yes. I as in indigo? Yes. N like November, E as echo. Okay, and then the last name again? O-S-I-A-S. O like Oscar, S like Sierra, I like India, A like alpha, S like Sierra. And what is your name? Jimmy Osias. J-I-M-M-Y. The same last name. Okay, just to make sure I'm looking at the correct file, would you be able to verify her date of birth and address? November 25, 1980. The address, 116 Newall Street, um, Manchester, Tennessee 37355. Okay. Um, so the ID card for her medical insurance would have been sent to her email. Oh. So that means it already sent? Yes. I, I see that she's enrolled in- So you think it's at he... Oh, okay. Okay. Oh. Yeah. I think she, she show me something so it's might that but I thought that another company trying to enroll her and then I say forget about it. So I'm going to go over. Do you know the name who sent the email? How the email come? I'm not sure the specific email address. It would have come from a company called American Public Life. Okay. Okay. Okay. Thank you, dear. I appreciate that. Yeah, you're welcome. Did you need help with anything else? No, I got another person too but I think she got on the same situation. So I will check the email also. Thank you. Okay. You have a wonderful day. Yeah. You too.

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: Victoria, how are you doing today?

Speaker speaker_1: Good. How are you?

Speaker speaker_2: I'm great. I call on behalf of someone but she's not there. I got her information. She at work. Can I talk for her?

Speaker speaker_1: Do you know the name of the person you spoke with previously?

Speaker speaker_2: Uh, no. But, uh, I called for her previously about the, we call for insurance. They just sent her dental and vision. They haven't sent her health insurance because we choose medical, uh, I think VIP. So I don't know if she did a mistake, the, the agent without you. They haven't sent any health insurance. That's why I call for her, but she's not with me, she at work. So I'm at work too but I can talk but she can't talk while she working.

Speaker speaker_1: Oh, okay. So you're calling in on behalf of someone?

Speaker speaker_2: Yes, on behalf of someone.

Speaker speaker_1: Okay. Has she previously given us permission to speak with you?

Speaker speaker_2: Yes. Yes.

Speaker speaker_1: Okay, I'll need to check the file and verify that, otherwise we would have to speak to her and get that permission. What is her name?

Speaker speaker_2: Yes, you can check. Uh, Keorilinosias. K-E-O-R-I-L-I-N-O-S-I-A-S. O-S-I-A-S.

Speaker speaker_1: Okay, so K-E-O-R-

Speaker speaker_2: K-E-R like Robert, L-I-N-E.

Speaker speaker_1: K-E-R-L-I-L-E?

Speaker speaker_2: N.

Speaker speaker_1: Okay, so K-E-R-

Speaker speaker_2: L.

Speaker speaker_1: L as in Larry?

Speaker speaker_2: I. Yes.

Speaker speaker_1: I as in indigo?

Speaker speaker_2: Yes. N like November, E as echo.

Speaker speaker_1: Okay, and then the last name again?

Speaker speaker_2: O-S-I-A-S. O like Oscar, S like Sierra, I like India, A like alpha, S like Sierra.

Speaker speaker_1: And what is your name?

Speaker speaker_2: Jimmy Osias. J-I-M-M-Y. The same last name.

Speaker speaker_1: Okay, just to make sure I'm looking at the correct file, would you be able to verify her date of birth and address?

Speaker speaker_2: November 25, 1980. The address, 116 Newall Street, um, Manchester, Tennessee 37355.

Speaker speaker_1: Okay. Um, so the ID card for her medical insurance would have been sent to her email.

Speaker speaker_2: Oh. So that means it already sent?

Speaker speaker_1: Yes. I, I see that she's enrolled in-

Speaker speaker_2: So you think it's at he... Oh, okay. Okay. Oh. Yeah. I think she, she show me something so it's might that but I thought that another company trying to enroll her and then I say forget about it. So I'm going to go over. Do you know the name who sent the email? How the email come?

Speaker speaker_1: I'm not sure the specific email address. It would have come from a company called American Public Life.

Speaker speaker_2: Okay. Okay. Okay. Thank you, dear. I appreciate that.

Speaker speaker_1: Yeah, you're welcome. Did you need help with anything else?

Speaker speaker_2: No, I got another person too but I think she got on the same situation. So I will check the email also. Thank you.

Speaker speaker_1: Okay. You have a wonderful day.

Speaker speaker_2: Yeah. You too.