

## Transcript: Estefania

**Acevedo-5003122108448768-4859636913192960**

### Full Transcript

Thank you for calling- Hello. ... Benefits In A Car. My name is Stephanie. How can I assist you? Hi, Stephanie. It's Alicia with APL. How are you doing this afternoon? Good. Thank you. How about you? I'm doing well, thank you. I just have a question. We received an email from Sara requesting an ID card for a James Williams with MAU and the address she listed was... there's two James Williams with ma- m- management, um, MAU, Management Analysis and Utilization. My fried brain, I forgot what it was called. And so I'm wondering which James Williams is requesting his dental card. Oh, okay. Both James Williams with Management Analysis and Utilization have dental policies. Oh, so they both have it- And I don't have... ... and they're both listed here? Yeah. Oh, lord. Okay, um, let me see if I can find... 'cause she's going to leave a- a note of the James that I sent her. I think she would. And the address that she sent us is not listed- Yeah. ... on either one of these policies. Oh, no. Okay, um, oh, man, it's not going to give you the date of birth or anything. Okay, um, let me see. Let me see. I can just reply to the email, you know, but I was trying to get this taken care of for Mr. James and get it on the way. Let me look through the James Williams that we have. There's only like, there's like 10, but let me open all of them. So the ones with MAU, there's a James R. Williams and a James L. Williams, both in South Carolina, of course. Okay. And she gave... but- Okay. Ugh. And the crazy part is, most of them are in South Carolina. Okay, give me one sec. Right. Now, she gave me a Wellford address. Now there is... The James L. is in Wellford, but I didn't... You know, I just have to make sure 'cause I don't want to change an address on the wrong account or anything. Yeah. Okay, I'm looking through them. And she said the address was correct, which I don't have that address on either James. Yeah. I wish I could put policy numbers on here. Ooh, it would help. Oh my God, I'm not seeing the thing. Okay, let me... If I need to, I can just reply to- Oh, actually, I think I found it, card request. Did you find it? Yeah. It was for James L. Williams, 155 Sharewood Drive, Wellport, South Carolina 29385. All right. I got him. I had them both pulled up and I was like, "Oh, no, I just need to make sure." Well, we'll get Mr. James L. a card out then. All right. I really do appreciate it. And she didn't have James L., she just had James Williams so that's- Gotcha. ... I just had no clue. But I'll get it taken care of. All right, thank you. All right. I hope you have a great day. Appreciate it and I hope you have a great- Thank you. ... and a great weekend. You too. Thanks, Stephanie.

### Conversation Format

Speaker speaker\_0: Thank you for calling-

Speaker speaker\_1: Hello.

Speaker speaker\_0: ... Benefits In A Car. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi, Stephanie. It's Alicia with APL. How are you doing this afternoon?

Speaker speaker\_0: Good. Thank you. How about you?

Speaker speaker\_1: I'm doing well, thank you. I just have a question. We received an email from Sara requesting an ID card for a James Williams with MAU and the address she listed was... there's two James Williams with ma- m- management, um, MAU, Management Analysis and Utilization. My fried brain, I forgot what it was called. And so I'm wondering which James Williams is requesting his dental card.

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: Both James Williams with Management Analysis and Utilization have dental policies.

Speaker speaker\_0: Oh, so they both have it-

Speaker speaker\_1: And I don't have...

Speaker speaker\_0: ... and they're both listed here?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Oh, lord. Okay, um, let me see if I can find... 'cause she's going to leave a- a note of the James that I sent her.

Speaker speaker\_1: I think she would. And the address that she sent us is not listed-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... on either one of these policies.

Speaker speaker\_0: Oh, no. Okay, um, oh, man, it's not going to give you the date of birth or anything. Okay, um, let me see. Let me see.

Speaker speaker\_1: I can just reply to the email, you know, but I was trying to get this taken care of for Mr. James and get it on the way.

Speaker speaker\_0: Let me look through the James Williams that we have. There's only like, there's like 10, but let me open all of them.

Speaker speaker\_1: So the ones with MAU, there's a James R. Williams and a James L. Williams, both in South Carolina, of course.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And she gave... but-

Speaker speaker\_0: Okay. Ugh. And the crazy part is, most of them are in South Carolina. Okay, give me one sec.

Speaker speaker\_1: Right. Now, she gave me a Wellford address. Now there is... The James L. is in Wellford, but I didn't... You know, I just have to make sure 'cause I don't want to change an address on the wrong account or anything.

Speaker speaker\_0: Yeah. Okay, I'm looking through them.

Speaker speaker\_1: And she said the address was correct, which I don't have that address on either James.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: I wish I could put policy numbers on here. Ooh, it would help.

Speaker speaker\_0: Oh my God, I'm not seeing the thing. Okay, let me...

Speaker speaker\_1: If I need to, I can just reply to-

Speaker speaker\_0: Oh, actually, I think I found it, card request.

Speaker speaker\_1: Did you find it?

Speaker speaker\_0: Yeah. It was for James L. Williams, 155 Sharewood Drive, Wellport, South Carolina 29385.

Speaker speaker\_1: All right. I got him. I had them both pulled up and I was like, "Oh, no, I just need to make sure." Well, we'll get Mr. James L. a card out then.

Speaker speaker\_0: All right.

Speaker speaker\_1: I really do appreciate it. And she didn't have James L., she just had James Williams so that's-

Speaker speaker\_0: Gotcha.

Speaker speaker\_1: ... I just had no clue. But I'll get it taken care of.

Speaker speaker\_0: All right, thank you.

Speaker speaker\_1: All right.

Speaker speaker\_0: I hope you have a great day.

Speaker speaker\_1: Appreciate it and I hope you have a great-

Speaker speaker\_0: Thank you.

Speaker speaker\_1: ... and a great weekend. You too. Thanks, Stephanie.