

Transcript: Estefania

Acevedo-5749182998167552-5035299840901120

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. Uh, my name is Jessica Veladogado. How can I help you? Um, my hu- Yeah, my husband just called probably 15 minutes ago or probably 10 minutes ago. Um, it was, he was just confirming, um, his dependents which is, uh, me and my daughter. Um, and I, I have- So if it's- I have- ... if it's your, mm-hmm. If it's your- Uh-huh. ... husband's account, I do need verbal- Yes. ... permission to get in his file since it is his policy. Okay. But I just spoke to him to tell you to call you guys. He told me to call you guys. Yeah, I understand. But since it's his account, I can't really give you any information since the call's being recorded- Mm-hmm. ... unfortunately- Uh-huh. ... without his consent. I do need to hear it from him. Okay. That's gonna be a problem because I'm trying to make sure my, the benefit is active because I have an appointment on the 4th. Mm-hmm. And I- Yeah, so- I don't know how. Um, he's at work right now. I'm, I'm at home. So what- I understand. So our, our com- Even if you're- Uh-huh. ... a dependent, even if you're a dependent, we do need verbal authorization from the policyholder. I can't really give you any information without his permission even though you might be a, as a dependent, since the call's being recorded- Mm-hmm. ... and due, um, to liability, I do need his verbal consent. Okay. I'll just call back. Thank you. You're welcome.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. Uh, my name is Jessica Veladogado.

Speaker speaker_0: How can I help you?

Speaker speaker_1: Um, my hu- Yeah, my husband just called probably 15 minutes ago or probably 10 minutes ago. Um, it was, he was just confirming, um, his dependents which is, uh, me and my daughter. Um, and I, I have-

Speaker speaker_0: So if it's-

Speaker speaker_1: I have-

Speaker speaker_0: ... if it's your, mm-hmm. If it's your-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... husband's account, I do need verbal-

Speaker speaker_1: Yes.

Speaker speaker_0: ... permission to get in his file since it is his policy.

Speaker speaker_1: Okay. But I just spoke to him to tell you to call you guys. He told me to call you guys.

Speaker speaker_0: Yeah, I understand. But since it's his account, I can't really give you any information since the call's being recorded-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... unfortunately-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... without his consent. I do need to hear it from him.

Speaker speaker_1: Okay. That's gonna be a problem because I'm trying to make sure my, the benefit is active because I have an appointment on the 4th.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I-

Speaker speaker_0: Yeah, so-

Speaker speaker_1: I don't know how. Um, he's at work right now. I'm, I'm at home. So what-

Speaker speaker_0: I understand.

Speaker speaker_1: So our, our com-

Speaker speaker_0: Even if you're-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... a dependent, even if you're a dependent, we do need verbal authorization from the policyholder. I can't really give you any information without his permission even though you might be a, as a dependent, since the call's being recorded-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... and due, um, to liability, I do need his verbal consent.

Speaker speaker_1: Okay. I'll just call back. Thank you.

Speaker speaker_0: You're welcome.