

Transcript: Estefania

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Full Transcript

Thank you for calling. We're gonna put this on the card. My name is Stephanie. How may I assist you? Tamika Johnson. How can I help you? Okay. Um, I had enrolled on the 13th for insurance and they said that they was gonna send me a card to my email, and I still haven't got the card yet. Okay. Yeah, I can check to see if it's available. Um, what staffing agency do you work for? Wagner. And then what are the last four of your social? 5695. Okay. And they misspelled my husband's last name. Okay. Yeah, I can fix that. Um, for security purposes, could you verify your address and your date of birth for me? 614 Thomaston... Oh, shit. Excuse me. 6001 Thomaston Road Apartment 614, Macon, Georgia 31220, July 16th, um, 1981. Okay. Thank you. Is 478-765-5157 your phone number? Mm-hmm. And then I have C-H-A-R-A-L-L-T-E and then your first name @gmail.com? It's charalletamika@... um, gmail.com. Okay. Thank you. And then, um, what was... How is your husband's name supposed to be spelled? Instead of that, instead of that D in his first name, it's supposed to be B as in boy. Oh, okay. So replace the D with B? Mm-hmm. So I have S-A-N-T-E B-I-O-U-S. Is that correct? Mm-hmm. And then, okay. I fixed it already and then I'll be sending out an email so that they can, um, let the carriers know regarding that. How they can fix it in their end. And then can I put you on a brief hold while I send you your cards? Um, so you're gonna be getting your vision and your VIP, okay? Okay. All right. I'll be right back. Is that a good email to send it to? Yeah. Okay. I'll be right back. Okay. So actually I'm looking and you're currently... this is the first week that you have active coverage, so that card won't be available yet. Um, I'm gonna leave myself a note. Most likely it'll probably be available by Wednesday, which is tomorrow. So I'm gonna be- All right. I'm gonna be following up and checking to see if it's available already tomorrow. And if so, I'll send it to you and give you a call letting you know that I sent it. Okay. And then I can go ahead and send that vision card though, 'cause that one is gonna be ready. Oh, okay. Okay. So I'll be right back. I just wanted to tell you that. And then I was also gonna ask you, were you trying to add your husband as a beneficiary? 'Cause you selected term life, we're missing a beneficiary. So if something was to happen to you- Yeah. ... who do you wanna put down? Yeah. He was gonna be my beneficiary. Okay. All right. Thank you. I'll be right back. Okay. I went ahead and emailed that information to you. Do you mind verifying that you received it? If you could confirm the email that says the information is for your husband, that would be helpful. Yeah. Yeah, I got it. Okay. All right. Yeah. Yeah, I got it. Okay. Did you have any other questions? I went ahead and submitted that email regarding your husband's name, so they should be getting in contact with the carriers to update that name. Okay. And then I'll be checking tomorrow to see if it's available, so I'll be checking throughout the day. Okay. Okay. Have a nice day. Thank you for your time. Mm-hmm. No, I got it.

Conversation Format

Speaker speaker_0: Thank you for calling. We're gonna put this on the card. My name is Stephanie. How may I assist you?

Speaker speaker_1: Tamika Johnson.

Speaker speaker_0: How can I help you?

Speaker speaker_1: Okay. Um, I had enrolled on the 13th for insurance and they said that they was gonna send me a card to my email, and I still haven't got the card yet.

Speaker speaker_0: Okay. Yeah, I can check to see if it's available. Um, what staffing agency do you work for?

Speaker speaker_1: Wagner.

Speaker speaker_0: And then what are the last four of your social?

Speaker speaker_1: 5695.

Speaker speaker_0: Okay.

Speaker speaker_1: And they misspelled my husband's last name.

Speaker speaker_0: Okay. Yeah, I can fix that. Um, for security purposes, could you verify your address and your date of birth for me?

Speaker speaker_1: 614 Thomaston... Oh, shit. Excuse me. 6001 Thomaston Road Apartment 614, Macon, Georgia 31220, July 16th, um, 1981.

Speaker speaker_0: Okay. Thank you. Is 478-765-5157 your phone number?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then I have C-H-A-R-A-L-L-T-E and then your first name @gmail.com?

Speaker speaker_1: It's charalletamika@... um, gmail.com.

Speaker speaker_0: Okay. Thank you. And then, um, what was... How is your husband's name supposed to be spelled?

Speaker speaker_1: Instead of that, instead of that D in his first name, it's supposed to be B as in boy.

Speaker speaker_0: Oh, okay. So replace the D with B?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So I have S-A-N-T-E B-I-O-U-S. Is that correct?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then, okay. I fixed it already and then I'll be sending out an email so that they can, um, let the carriers know regarding that. How they can fix it in their end. And then can I put you on a brief hold while I send you your cards? Um, so you're gonna be getting your vision and your VIP, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All right. I'll be right back. Is that a good email to send it to?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. I'll be right back. Okay. So actually I'm looking and you're currently... this is the first week that you have active coverage, so that card won't be available yet. Um, I'm gonna leave myself a note. Most likely it'll probably be available by Wednesday, which is tomorrow. So I'm gonna be-

Speaker speaker_1: All right.

Speaker speaker_0: I'm gonna be following up and checking to see if it's available already tomorrow. And if so, I'll send it to you and give you a call letting you know that I sent it.

Speaker speaker_1: Okay.

Speaker speaker_0: And then I can go ahead and send that vision card though, 'cause that one is gonna be ready.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Okay. So I'll be right back. I just wanted to tell you that. And then I was also gonna ask you, were you trying to add your husband as a beneficiary? 'Cause you selected term life, we're missing a beneficiary. So if something was to happen to you-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... who do you wanna put down?

Speaker speaker_1: Yeah. He was gonna be my beneficiary.

Speaker speaker_0: Okay. All right. Thank you. I'll be right back.

Speaker speaker_2: Okay. I went ahead and emailed that information to you. Do you mind verifying that you received it? If you could confirm the email that says the information is for your husband, that would be helpful.

Speaker speaker_3: Yeah. Yeah, I got it. Okay.

Speaker speaker_4: All right.

Speaker speaker_3: Yeah. Yeah, I got it.

Speaker speaker_0: Okay. Did you have any other questions? I went ahead and submitted that email regarding your husband's name, so they should be getting in contact with the carriers to update that name.

Speaker speaker_3: Okay.

Speaker speaker_0: And then I'll be checking tomorrow to see if it's available, so I'll be checking throughout the day.

Speaker speaker_3: Okay.

Speaker speaker_0: Okay. Have a nice day. Thank you for your time.

Speaker speaker_3: Mm-hmm. No, I got it.