

Transcript: Francesca

Baez-5000085339160576-6431666524176384

Full Transcript

Thank you for calling the 911. My name is Francesca. How can I assist you today? Hi, Miss Francesca. My name is Caleb. I work for GRC. Uh, I was just calling in regards to my benefits. Just wanted to see, uh, if I could change my address and my card information just because I had changed my address not too long ago. Okay. And what do you mean by change your card information? Um, because it's going to one address. I just need to change the address because I don't want all my information to be at, you know, a different, uh, place. You know what I mean? I'm so sorry. Now, so I know you want to change the address, um, but then you said you also wanted to change your card information? So you mean just where the cards get delivered? Mr. Caleb, are you still there? Um, yes. Oh, the line is cutting a little bit. Could you move around in your area? Yes. Can you hear me now? Oh, there we go. Yes, sir. Uh, yeah. So now my card is, um, uh, getting delivered to the wrong address. I just wanted to make sure it's going to the right one. Oh, okay. Understood. What are the last four of your Social and your last name? It's 0979, and my last name is Pierre-Louis with hyphenated last names. All right. Can you please verify your mailing address and date of birth to make sure I have the right account in front of me? Uh, the phone number I was on, number four, was 326J 12th Way, New Springs, Blue Cross version. 0796 and 85 0000. I'm sorry, sir? Can you say again the date of birth? Um, yes, sir. Sorry. It's cutting up a little bit again. So I'm just missing your date of birth now. Hello? Hello? Can you hear me? Hello, sir. The line is cutting up again. Okay. Sorry. Let me find a better, uh, service. Okay. I can hear you better now. Okay. Then my birthday is June 13th, 1999. All right. I have the same phone number that you called on, 919-921-6871, with the email of first and last name seven at gmail.com. Yes. All right. What will be the new address you want on your account? It's, uh, 1609 The Oaks, Clarkston, Georgia. So 1609 T-H-E O-A-K-S, Clarkston, Georgia, 30021. Did you hear that? All right. Yes, sir. And then there's no unit or apartment number, correct? Uh, you said there's no email or apartment number? Yes. I was saying there's no unit or apartment number, right? Yeah, 1609 is technically the unit number. Understood. All right. So I have updated the address. Um, I do have to say I'm gonna have to go ahead and put in requests for those physical cards again because they were already being sent to that address. Yes, ma'am. Let's see. So it will be 1... Bear with me one moment. Let me see if I'm able to get your benefit card for your medical preventative plan. So since you have already been active for two weeks, it could be on the system already. Okay. All right. So I do have the digital copy of your medical preventative plan. I will go ahead and send it to your email, and then I did put in the request for them to send to a different mail for your new address. Yes, ma'am. All right. Well, is there anything else that we can assist you with besides doing this? Uh, no, that's all. Understood. Well, thank you so much for giving us a call today, and I hope you have a wonderful rest of your day. Thank you. My pleasure.

Conversation Format

Speaker speaker_0: Thank you for calling the 911. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Miss Francesca. My name is Caleb. I work for GRC. Uh, I was just calling in regards to my benefits. Just wanted to see, uh, if I could change my address and my card information just because I had changed my address not too long ago.

Speaker speaker_0: Okay. And what do you mean by change your card information?

Speaker speaker_1: Um, because it's going to one address. I just need to change the address because I don't want all my information to be at, you know, a different, uh, place. You know what I mean?

Speaker speaker_0: I'm so sorry. Now, so I know you want to change the address, um, but then you said you also wanted to change your card information? So you mean just where the cards get delivered? Mr. Caleb, are you still there?

Speaker speaker_1: Um, yes.

Speaker speaker_0: Oh, the line is cutting a little bit. Could you move around in your area?

Speaker speaker_1: Yes. Can you hear me now?

Speaker speaker_0: Oh, there we go. Yes, sir.

Speaker speaker_1: Uh, yeah. So now my card is, um, uh, getting delivered to the wrong address. I just wanted to make sure it's going to the right one.

Speaker speaker_0: Oh, okay. Understood. What are the last four of your Social and your last name?

Speaker speaker_1: It's 0979, and my last name is Pierre-Louis with hyphenated last names.

Speaker speaker_0: All right. Can you please verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker_1: Uh, the phone number I was on, number four, was 326J 12th Way, New Springs, Blue Cross version. 0796 and 85 0000. I'm sorry, sir? Can you say again the date of birth?

Speaker speaker_0: Um, yes, sir. Sorry. It's cutting up a little bit again. So I'm just missing your date of birth now.

Speaker speaker_1: Hello?

Speaker speaker_0: Hello?

Speaker speaker_1: Can you hear me?

Speaker speaker_0: Hello, sir. The line is cutting up again.

Speaker speaker_1: Okay. Sorry. Let me find a better, uh, service.

Speaker speaker_0: Okay. I can hear you better now.

Speaker speaker_1: Okay. Then my birthday is June 13th, 1999.

Speaker speaker_0: All right. I have the same phone number that you called on, 919-921-6871, with the email of first and last name seven at gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. What will be the new address you want on your account?

Speaker speaker_1: It's, uh, 1609 The Oaks, Clarkston, Georgia. So 1609 T-H-E O-A-K-S, Clarkston, Georgia, 30021. Did you hear that?

Speaker speaker_0: All right. Yes, sir. And then there's no unit or apartment number, correct?

Speaker speaker_1: Uh, you said there's no email or apartment number?

Speaker speaker_0: Yes. I was saying there's no unit or apartment number, right?

Speaker speaker_1: Yeah, 1609 is technically the unit number.

Speaker speaker_0: Understood. All right. So I have updated the address. Um, I do have to say I'm gonna have to go ahead and put in requests for those physical cards again because they were already being sent to that address.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Let's see. So it will be 1... Bear with me one moment. Let me see if I'm able to get your benefit card for your medical preventative plan. So since you have already been active for two weeks, it could be on the system already.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. So I do have the digital copy of your medical preventative plan. I will go ahead and send it to your email, and then I did put in the request for them to send to a different mail for your new address.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. Well, is there anything else that we can assist you with besides doing this?

Speaker speaker_1: Uh, no, that's all.

Speaker speaker_0: Understood. Well, thank you so much for giving us a call today, and I hope you have a wonderful rest of your day.

Speaker speaker_1: Thank you.

Speaker speaker_0: My pleasure.