

Transcript: Francesca

Baez-5874787844407296-6440570630750208

Full Transcript

Thank you for calling by number 1005. My name is Francesca. How can I assist you today? Uh, yes, the spelling on my vision card of my last name is incorrect. Okay. What's the health plan company do you work with? Partners Personnel. What are the last four of your Social? Five, five, six, three. And your first and last name? Dillard. To make sure that I have the correct account in front of me, can you please verify your mailing address and date of birth for me? Yes. Mailing address is 589 Longquist Drive, Spartanburg, South Carolina 29301. And what is the date of birth? 10/12/71. I have a best phone number to call to see about the one you have on file, which is 864-22... I mean, 662, sorry, 8450. Yes, that's correct. And I have your email down as d-l-l-s-h-a@a-o-l.com? Yes. Let's locate. So on the system I have your last name spelled as D-I-L-L-E-R. That is incorrect. Okay. It's D-I-L-L-A-R-D. A-R-T you said? No, Dillard. D-I-L-L-A-R-D. And the last letter, is it a D again, or an E as in ed- Dillard. D. Dillard. So I have it D-I-L-L-A-R-D? Correct. Okay. All right. So I'll have to reach out to the front office for them to do a ticket for your carrier so that they can update the spelling of your benefit cards as well, and once the informant has been updated into the benefit cards, I'll give you a call back so that I can email you new versions of those benefit cards corrected. Okay. All right. Was there anything else aside from correcting that spelling issue that we can assist you with today? No, that was all. Thank you very much. Of course. It was my pleasure. Thank you for bringing this issue up to us. I hope you have a wonderful rest of your day, and I'm looking forward to reaching back out to you. All right, thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling by number 1005. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, yes, the spelling on my vision card of my last name is incorrect.

Speaker speaker_0: Okay. What's the health plan company do you work with?

Speaker speaker_1: Partners Personnel.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: Five, five, six, three.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Dillard.

Speaker speaker_0: To make sure that I have the correct account in front of me, can you please verify your mailing address and date of birth for me?

Speaker speaker_1: Yes. Mailing address is 589 Longquist Drive, Spartanburg, South Carolina 29301.

Speaker speaker_0: And what is the date of birth?

Speaker speaker_1: 10/12/71.

Speaker speaker_0: I have a best phone number to call to see about the one you have on file, which is 864-22... I mean, 662, sorry, 8450.

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: And I have your email down as d-l-l-s-h-a@a-o-l.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Let's locate. So on the system I have your last name spelled as D-I-L-L-E-R.

Speaker speaker_1: That is incorrect.

Speaker speaker_0: Okay.

Speaker speaker_1: It's D-I-L-L-A-R-D.

Speaker speaker_0: A-R-T you said?

Speaker speaker_1: No, Dillard. D-I-L-L-A-R-D.

Speaker speaker_0: And the last letter, is it a D again, or an E as in ed-

Speaker speaker_1: Dillard. D.

Speaker speaker_0: Dillard. So I have it D-I-L-L-A-R-D?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. All right. So I'll have to reach out to the front office for them to do a ticket for your carrier so that they can update the spelling of your benefit cards as well, and once the informant has been updated into the benefit cards, I'll give you a call back so that I can email you new versions of those benefit cards corrected.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Was there anything else aside from correcting that spelling issue that we can assist you with today?

Speaker speaker_1: No, that was all. Thank you very much.

Speaker speaker_0: Of course. It was my pleasure. Thank you for bringing this issue up to us. I hope you have a wonderful rest of your day, and I'm looking forward to reaching back out to

you.

Speaker speaker_1: All right, thank you. Bye-bye.