

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hello, Justin. I had a missed call from you all about my insurance through Focus. Yeah. W- was there a voicemail left by any chance? Yeah. They said that they had my information, but I signed up for insurance for an employee plus spouse. They didn't have my wife's. Okay. Yeah. Let me try checking on that for you. So, Focus, what's the last four of your social? 7021. 7021. Okay. And your first and last name? David Vanderkewl. Okay. And for security purposes, could you verify the home address, including city, state and zip code, David? 138 Cardinal Road, Mayfield, Kentucky 42066. And confirm your date of birth? 12/16/78. And a good telephone number I have is 270-345-0301. Yes. And the email I have is A-C-E-S-N-8-S-7-8@gmail? Yes. Okay. So let's see here. So, yes, I do see where it is missing your dependent information, so I need to add your spouse's information down real quick. Uh, what's your spouse's first name? Rebecca. Rebecca. And same last name? Yes. Okay. And do you have her social by any chance? No, but she's right here. Hang on. What's your social? 552-08-4024. And just to confirm, 552-08-4024? 552-08- ... 4024? Yes. That is correct. Okay. And her date of birth? 12/6/69. 12/6/69. Okay. Let's see. So I went ahead and added Rebecca down as your s-dependent. Um, is there anything else I can help you out with today, David? That's as far as I know. Um, I suppose... I didn't know if this was, like, for health insurance or life insurance or what, so... Yes, sir. It was through the health insurance offered through Focus, um, because you elected- Oh, okay. ... employee plus spouse benefits, but you forgot your dependent information, so we just needed to add your spouse's information- Ah. ... and process the enrollment. Okay. Thank you very much. You're welcome. You have a great day, okay? You too. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hello, Justin. I had a missed call from you all about my insurance through Focus.

Speaker speaker_1: Yeah. W- was there a voicemail left by any chance?

Speaker speaker_2: Yeah. They said that they had my information, but I signed up for insurance for an employee plus spouse. They didn't have my wife's.

Speaker speaker_1: Okay. Yeah. Let me try checking on that for you. So, Focus, what's the last four of your social?

Speaker speaker_2: 7021.

Speaker speaker_1: 7021. Okay. And your first and last name?

Speaker speaker_2: David Vanderkewl.

Speaker speaker_1: Okay. And for security purposes, could you verify the home address, including city, state and zip code, David?

Speaker speaker_2: 138 Cardinal Road, Mayfield, Kentucky 42066.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 12/16/78.

Speaker speaker_1: And a good telephone number I have is 270-345-0301.

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is A-C-E-S-N-8-S-7-8@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So let's see here. So, yes, I do see where it is missing your dependent information, so I need to add your spouse's information down real quick. Uh, what's your spouse's first name?

Speaker speaker_2: Rebecca.

Speaker speaker_1: Rebecca. And same last name?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And do you have her social by any chance?

Speaker speaker_2: No, but she's right here. Hang on. What's your social? 552-08-4024.

Speaker speaker_1: And just to confirm, 552-08-4024?

Speaker speaker_2: 552-08-

Speaker speaker_3: ... 4024?

Speaker speaker_2: Yes. That is correct.

Speaker speaker_3: Okay. And her date of birth?

Speaker speaker_2: 12/6/69.

Speaker speaker_1: 12/6/69. Okay. Let's see. So I went ahead and added Rebecca down as your s- dependent. Um, is there anything else I can help you out with today, David?

Speaker speaker_2: That's as far as I know. Um, I suppose... I didn't know if this was, like, for health insurance or life insurance or what, so...

Speaker speaker_3: Yes, sir. It was through the health insurance offered through Focus, um, because you elected-

Speaker speaker_2: Oh, okay.

Speaker speaker_3: ... employee plus spouse benefits, but you forgot your dependent information, so we just needed to add your spouse's information-

Speaker speaker_2: Ah.

Speaker speaker_3: ... and process the enrollment.

Speaker speaker_2: Okay. Thank you very much.

Speaker speaker_3: You're welcome. You have a great day, okay?

Speaker speaker_2: You too.

Speaker speaker_3: All right. Bye-bye.