

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi, Pamela. My name's Bryan Tompkins. Um, I was just activating my account and I was going through my personal information and I see that my name is, well, it was spelled incorrectly. Okay. And what's the stopping, staffing agency you work for? MAU. I have the last four digits of your Social. 1102. Your first and last name, you said? First name is correct. It's just, it's not capitalized, but, I mean, it's, it's spelled correctly, it's the, my last name is not correct. Okay. And what is your first and last name? First name is Bryan, B-R-Y-A-N. Last name is Tompkins, T-O-M-P-K-I-N-S. And whoever set up the account- Okay. ... put an H in my name. Okay, so, Tompkins. Okay, Mr. Tompkins, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Sure. Uh, it's 4101 Conductor Circle, Greer, South Carolina 29651. Okay. Date of birth is 5/10/1965. Okay. Thank you for the information. We have a telephone number on file, which is 828-691-1396. That's correct. And- That's the number I'm calling you on. ... and the email's coyotechild2001 at Gmail. That's correct. Okay. So, let's see here. Let me fix the last name. Okay. I went ahead and fixed the name, the, your last name. Mm-hmm. Also, I'm gonna have, I will send an email to the carrier so they could, um, change it as well. Mm-hmm. Um, now that I have you on the phone, I see that you are enrolled in the life insurance. Um, you did not add your beneficiary. Would you like to add it now? Uh, my beneficiary? Yes. Um, I'd have to get that information, but- You don't have to do it now. ... you pro- you probably need her Social and I don't h- I don't know that off the top of my head. No. All we need is first, last name and relationship. Oh, okay. Uh, first name is gonna be Christina, C-H-R-I-S-T-I-N-A. Last name is Harrison, H-A-R-R-I-S-O-N. And the relationship? Uh, fiance. Okay. So, after we, um, they change the ID card with, um, the correct spelling- Mm-hmm. ... I'm requesting for a new ID card to be sent out to you. If you need to use your benefits, say, and they need to verify some information because of the misspell, you could have them- Okay. ... give us a call. Sure. Is there anything else I could do for you, sir? I think I'm all set at this point. All right. Thank you for giving us a call. Have a great rest of the day. And you as well. Okay.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi, Pamela. My name's Bryan Tompkins. Um, I was just activating my account and I was going through my personal information and I see that my name is, well, it was spelled incorrectly.

Speaker speaker_1: Okay. And what's the stopping, staffing agency you work for?

Speaker speaker_2: MAU.

Speaker speaker_1: I have the last four digits of your Social.

Speaker speaker_2: 1102.

Speaker speaker_1: Your first and last name, you said?

Speaker speaker_2: First name is correct. It's just, it's not capitalized, but, I mean, it's, it's spelled correctly, it's the, my last name is not correct.

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

Speaker speaker_2: First name is Bryan, B-R-Y-A-N. Last name is Tompkins, T-O-M-P-K-I-N-S. And whoever set up the account-

Speaker speaker_1: Okay.

Speaker speaker_2: ... put an H in my name.

Speaker speaker_1: Okay, so, Tompkins. Okay, Mr. Tompkins, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Sure. Uh, it's 4101 Conductor Circle, Greer, South Carolina 29651.

Speaker speaker_1: Okay.

Speaker speaker_2: Date of birth is 5/10/1965.

Speaker speaker_1: Okay. Thank you for the information. We have a telephone number on file, which is 828-691-1396.

Speaker speaker_2: That's correct.

Speaker speaker_1: And-

Speaker speaker_2: That's the number I'm calling you on.

Speaker speaker_1: ... and the email's coyotechild2001 at Gmail.

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. So, let's see here. Let me fix the last name. Okay. I went ahead and fixed the name, the, your last name.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Also, I'm gonna have, I will send an email to the carrier so they could, um, change it as well.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, now that I have you on the phone, I see that you are enrolled in the life insurance. Um, you did not add your beneficiary. Would you like to add it now?

Speaker speaker_2: Uh, my beneficiary?

Speaker speaker_1: Yes.

Speaker speaker_2: Um, I'd have to get that information, but-

Speaker speaker_1: You don't have to do it now.

Speaker speaker_2: ... you pro- you probably need her Social and I don't h- I don't know that off the top of my head.

Speaker speaker_1: No. All we need is first, last name and relationship.

Speaker speaker_2: Oh, okay. Uh, first name is gonna be Christina, C-H-R-I-S-T-I-N-A. Last name is Harrison, H-A-R-R-I-S-O-N.

Speaker speaker_1: And the relationship?

Speaker speaker_2: Uh, fiance.

Speaker speaker_1: Okay. So, after we, um, they change the ID card with, um, the correct spelling-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... I'm requesting for a new ID card to be sent out to you. If you need to use your benefits, say, and they need to verify some information because of the misspell, you could have them-

Speaker speaker_2: Okay.

Speaker speaker_1: ... give us a call.

Speaker speaker_2: Sure.

Speaker speaker_1: Is there anything else I could do for you, sir?

Speaker speaker_2: I think I'm all set at this point.

Speaker speaker_1: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: And you as well.

Speaker speaker_1: Okay.