

Transcript: VICTORIA

Taylor-4924986011992064-5997531100397568

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, my name is, uh, Rodrick Brown and, uh, I need to change something in my, uh, on my pro- on my account. I got my wife added as my dependent but under her information instead of putting her email in, I accidentally put my email in and I'm having a hard time to change it to her email so she can re- so she can do the same thing I can do as far as going, visiting the, uh, virtual app and going through her stuff. Okay. What's the name of the agency you work for? Crown. I'm sorry, did you say Crown? Yes. Okay. And the last four of your Social? 6726. All right. Do you mind verifying your address and date of birth? Yes. 713 Hawthorne Drive, Hopkinsville, Kentucky, 42240, 4/19/85. Phone number 678-532-1181? Yes. And then your email is first and last name, 724, at gmail.com? Yes. Okay. All right, so it's not letting you edit it, is it? No. Okay. I believe that I might have to escalate it to, um, IT 'cause I believe they're the only ones that can fix it. And to my knowledge, sh- from what I know about it, she would receive, once we get her email address, she should receive an email on how to register her account. So, um- Right, right. Give me just a few seconds. Okay. What is your spouse's email? Her first and last name at gmail.com. Okay. And that's, uh, kadonnabrown? Yes. All right, so first and last name at gmail, you said? Yes. Okay. And just to make sure I got the first name spelled correctly for your spouse, it's K-A-D-O-N-N-A? Yes. Okay. I will go ahead and send this off to IT and, um, ask them to go ahead and fix that on their end. And then once I get an update, uh, for you, I will follow back up with you. All right, thank you. You're welcome. Did you need help with anything else? No, ma'am. All right, you have a wonderful day. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yes, my name is, uh, Rodrick Brown and, uh, I need to change something in my, uh, on my pro- on my account. I got my wife added as my dependent but under her information instead of putting her email in, I accidentally put my email in and I'm having a hard time to change it to her email so she can re- so she can do the same thing I can do as far as going, visiting the, uh, virtual app and going through her stuff.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Crown.

Speaker speaker_0: I'm sorry, did you say Crown?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: 6726.

Speaker speaker_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker_1: Yes. 713 Hawthorne Drive, Hopkinsville, Kentucky, 42240, 4/19/85.

Speaker speaker_0: Phone number 678-532-1181?

Speaker speaker_1: Yes.

Speaker speaker_0: And then your email is first and last name, 724, at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right, so it's not letting you edit it, is it?

Speaker speaker_1: No.

Speaker speaker_0: Okay. I believe that I might have to escalate it to, um, IT 'cause I believe they're the only ones that can fix it. And to my knowledge, sh- from what I know about it, she would receive, once we get her email address, she should receive an email on how to register her account. So, um-

Speaker speaker_1: Right, right.

Speaker speaker_0: Give me just a few seconds. Okay. What is your spouse's email?

Speaker speaker_1: Her first and last name at gmail.com.

Speaker speaker_0: Okay. And that's, uh, kadonnabrown?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, so first and last name at gmail, you said?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And just to make sure I got the first name spell- spelled correctly for your spouse, it's K-A-D-O-N-N-A?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I will go ahead and send this off to IT and, um, ask them to go ahead and fix that on their end. And then once I get an update, uh, for you, I will follow back up with you.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: You're welcome. Did you need help with anything else?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right, you have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.