

Transcript: VICTORIA

Taylor-5069769001713664-4972896920322048

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hello, Victoria. My name is Nancy Daniels and I actually do not receive benefits from you guys, but I work for Carlton, I'm sorry, Carlton Stepping, um, who uses you guys. But I've gotten a couple of emails about signing up for benefits to my email account, but not with my name. It's someone, someone else's name attached. Uh, okay. What is the name that's showing? Luther, L-U-T-H-E-R, last name Miles, M-Y-L-E-S. I've been working there for about a year and I declined right at the beginning for the benefits, and then just maybe like a week or two ago, I started getting Luther emails. Okay, so you also work for Carlton. Mm-hmm. But you declined coverage with us? Yes. All right, let me pull up your file and see what's going on. What's the last four of your Social? Uh, 4397. And your first and last name? Nancy Daniels. Okay. And do you mind verifying your address and date of birth? Sure. Address is 2703 Eros Lane, Missouri City, Texas 77459. Date of birth is 05/07/81. And phone number 832-453-7274? Correct. And, uh, the ad... The email address I have on your file is Sylethia... Uh, let's see, I might be pronouncing that cur-incorrectly. S-Y-L-V-E-T-T-A Thomas at gmail.com. My goodness. Mm-mm. That's not me at all. So something's going wrong I guess maybe with the emails and being wrong on the accounts. I don't have anything close to that. Okay. Give me one second. Okay. Okay. What is your actual email address? My email address is nan, N-A-N, daniels, D-A-N-I-E-L-S,.n as in Nancy, I as in li, d as in Daniels @gmail.com. Okay, hold on- Nandaniels.nld. Okay. Nandaniels.nld@gmail.com. Yes, ma'am. Okay, so I'm definitely going to go ahead and update that on your file. Okay. And then let's see. You said that, uh, the emails you're getting have the name Luther Myles on it? Mm-hmm. Myles with a Y, yes. Okay. M-Y-L-E-S. Mm-hmm. Okay, that's interesting. And you don't have any relation to that person at all? Mm-mm. Nope, only know one Luther. Gotcha. Okay. Okay. Well, we definitely appreciate you calling us and letting us know. I'm going to go ahead and look and escalate this and see what's going on so we can get that fixed for sure. Thank you. And then I went ahead and updated the email address on your file. Okay. So you don't receive- Thank you so much, I appreciate it. Yeah, absolutely. You have a wonderful day. All right. You as well. Bye-bye. Bye-bye. Did you need me to disconnect the call?

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Hello, Victoria. My name is Nancy Daniels and I actually do not receive benefits from you guys, but I work for Carlton, I'm sorry, Carlton Stepping, um, who uses you guys. But I've gotten a couple of emails about signing up for benefits to my email account, but not with my name. It's someone, someone else's name attached.

Speaker speaker_1: Uh, okay. What is the name that's showing?

Speaker speaker_2: Luther, L-U-T-H-E-R, last name Miles, M-Y-L-E-S. I've been working there for about a year and I declined right at the beginning for the benefits, and then just maybe like a week or two ago, I started getting Luther emails.

Speaker speaker_1: Okay, so you also work for Carlton.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: But you declined coverage with us?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, let me pull up your file and see what's going on. What's the last four of your Social?

Speaker speaker_2: Uh, 4397.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Nancy Daniels.

Speaker speaker_1: Okay. And do you mind verifying your address and date of birth?

Speaker speaker_2: Sure. Address is 2703 Eros Lane, Missouri City, Texas 77459. Date of birth is 05/07/81.

Speaker speaker_1: And phone number 832-453-7274?

Speaker speaker_2: Correct.

Speaker speaker_1: And, uh, the ad... The email address I have on your file is Sylethia... Uh, let's see, I might be pronouncing that cur- incorrectly. S-Y-L-V-E-T-T-A Thomas at gmail.com.

Speaker speaker_2: My goodness. Mm-mm. That's not me at all. So something's going wrong I guess maybe with the emails and being wrong on the accounts. I don't have anything close to that.

Speaker speaker_1: Okay. Give me one second.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. What is your actual email address?

Speaker speaker_2: My email address is nan, N-A-N, daniels, D-A-N-I-E-L-S,.n as in Nancy, l as in li, d as in Daniels @gmail.com.

Speaker speaker_1: Okay, hold on-

Speaker speaker_2: Nandaniels.nld.

Speaker speaker_1: Okay. Nandaniels.nld@gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, so I'm definitely going to go ahead and update that on your file.

Speaker speaker_2: Okay.

Speaker speaker_1: And then let's see. You said that, uh, the emails you're getting have the name Luther Myles on it?

Speaker speaker_2: Mm-hmm. Myles with a Y, yes.

Speaker speaker_1: Okay. M-Y-L-E-S.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay, that's interesting. And you don't have any relation to that person at all?

Speaker speaker_2: Mm-mm. Nope, only know one Luther.

Speaker speaker_1: Gotcha.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Well, we definitely appreciate you calling us and letting us know. I'm going to go ahead and look and escalate this and see what's going on so we can get that fixed for sure.

Speaker speaker_2: Thank you.

Speaker speaker_1: And then I went ahead and updated the email address on your file.

Speaker speaker_2: Okay.

Speaker speaker_1: So you don't receive-

Speaker speaker_2: Thank you so much, I appreciate it.

Speaker speaker_1: Yeah, absolutely. You have a wonderful day.

Speaker speaker_2: All right. You as well. Bye-bye.

Speaker speaker_1: Bye-bye. Did you need me to disconnect the call?