

Transcript: VICTORIA

Taylor-5492963101589504-5799160279154688

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Unleashed. This is Victoria, how can I help you? Hey, Victoria, how are you doing? Good, how are you? All right. I had just got a phone call from y'all and it was saying I didn't select, uh, a family coverage on my benefits. Okay. Uh, what's the name of the agency you work for? Uh, MAU. And the last four of your Social? 1193. But I could have sworn I did do that. Okay. Your first and last name? Rashawn Johnson. And do you mind verifying your address and date of birth? 3715 Kingsgate Drive, Hephzibah, Georgia, 30815, 12/12/1977. Phone number 706-951-7948? Yes. And then email is rdj3477@gmail.com? Yes, it is. Okay. So yes. You did select Family for the plans, however, we're missing your dependents', uh, Social Security Numbers and date of births. We just have the names of the dependents you wanted to enroll. Oh. Oh, I need their Social? Yes, and date of births. Oh. Uh... Hold on one second. Um, would you be able to speak to my wife? 'Cause she knows them off hand. Yeah, I- Okay. Hold on. Maybe, uh... Good morning. Hello? Hold on one second. Hi. How you doing? Good, how are- Hey, how are you this morning? I'm sorry, can you hear me? Yes, ma'am. I can hear you just fine. Can you hear me? Yes, ma'am. I'm sorry. You're fine now. So you have the, uh, date of births and Social Security Numbers of everybody? Uh, yes, ma'am. It is... Hold on one second. Okay, that's fine. Let me just see- I have to... I have to switch it back anyway, so take your time. Okay. Okay. Thank you. You're welcome. Just let me know when you're ready. Okay. Uh, let's see. So, um, okay. And this is, uh, Victoria? Yes, ma'am. Okay, I'm gonna go ahead and get you listed first. What is your date of birth? Um, 07291983. Okay. And then your full Social? 076743574. Okay. Then it looks like I have Lyric. Lyrica? Lyrica? Yes, ma'am. Okay. Her birth date is 051518. 05152008? Yes. Uh, 2018. Oh, I'm sorry. Okay. It's okay. And Social? 285290558. And then, uh, I have Rashawn? Yes. His birthdate is 07102008. Okay. And then Social? Um, 627389836. All righty. And just to make sure that's everybody, right? Yep, ma'am. All righty. So I went ahead and switched it back to, uh, Employee + Family at this site, uh, for the Blue Healthy Enhance Medical Plan Dental and Vision. Okay. Thank you so much. Yeah, you're welcome. Did you guys have any other questions? Um, not that I know of. He actually just went outside to go get the baby off the bus. But, um, I'm sure if he has some other questions he probably will call back. Okay, that's perfect. You guys have a wonderful day. You too. Thank you. Thank you. Okay. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Unleashed. This is Victoria, how can I help you?

Speaker speaker_1: Hey, Victoria, how are you doing?

Speaker speaker_0: Good, how are you?

Speaker speaker_1: All right. I had just got a phone call from y'all and it was saying I didn't select, uh, a family coverage on my benefits.

Speaker speaker_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_1: Uh, MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 1193. But I could have sworn I did do that.

Speaker speaker_0: Okay. Your first and last name?

Speaker speaker_1: Rashawn Johnson.

Speaker speaker_0: And do you mind verifying your address and date of birth?

Speaker speaker_1: 3715 Kingsgate Drive, Hephzibah, Georgia, 30815, 12/12/1977.

Speaker speaker_0: Phone number 706-951-7948?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is rdj3477@gmail.com?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: Okay. So yes. You did select Family for the plans, however, we're missing your dependents', uh, Social Security Numbers and date of births. We just have the names of the dependents you wanted to enroll.

Speaker speaker_1: Oh. Oh, I need their Social?

Speaker speaker_0: Yes, and date of births.

Speaker speaker_1: Oh. Uh... Hold on one second. Um, would you be able to speak to my wife? 'Cause she knows them off hand.

Speaker speaker_0: Yeah, I-

Speaker speaker_1: Okay. Hold on. Maybe, uh...

Speaker speaker_2: Good morning. Hello? Hold on one second.

Speaker speaker_0: Hi.

Speaker speaker_2: How you doing?

Speaker speaker_0: Good, how are-

Speaker speaker_2: Hey, how are you this morning? I'm sorry, can you hear me?

Speaker speaker_0: Yes, ma'am. I can hear you just fine. Can you hear me?

Speaker speaker_2: Yes, ma'am. I'm sorry.

Speaker speaker_0: You're fine now. So you have the, uh, date of births and Social Security Numbers of everybody?

Speaker speaker_2: Uh, yes, ma'am. It is... Hold on one second.

Speaker speaker_0: Okay, that's fine.

Speaker speaker_2: Let me just see-

Speaker speaker_0: I have to... I have to switch it back anyway, so take your time.

Speaker speaker_2: Okay. Okay. Thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_2: Just let me know when you're ready.

Speaker speaker_0: Okay. Uh, let's see. So, um, okay. And this is, uh, Victoria?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: Okay, I'm gonna go ahead and get you listed first. What is your date of birth?

Speaker speaker_2: Um, 07291983.

Speaker speaker_0: Okay. And then your full Social?

Speaker speaker_2: 076743574.

Speaker speaker_0: Okay. Then it looks like I have Lyric. Lyrica?

Speaker speaker_2: Lyrica? Yes, ma'am.

Speaker speaker_0: Okay.

Speaker speaker_2: Her birth date is 051518.

Speaker speaker_0: 05152008?

Speaker speaker_2: Yes. Uh, 2018.

Speaker speaker_0: Oh, I'm sorry. Okay.

Speaker speaker_2: It's okay.

Speaker speaker_0: And Social?

Speaker speaker_2: 285290558.

Speaker speaker_0: And then, uh, I have Rashawn?

Speaker speaker_2: Yes. His birthdate is 07102008.

Speaker speaker_0: Okay. And then Social?

Speaker speaker_2: Um, 627389836.

Speaker speaker_0: All righty. And just to make sure that's everybody, right?

Speaker speaker_2: Yep, ma'am.

Speaker speaker_0: All righty. So I went ahead and switched it back to, uh, Employee + Family at this site, uh, for the Blue Healthy Enhance Medical Plan Dental and Vision.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_0: Yeah, you're welcome. Did you guys have any other questions?

Speaker speaker_2: Um, not that I know of. He actually just went outside to go get the baby off the bus. But, um, I'm sure if he has some other questions he probably will call back.

Speaker speaker_0: Okay, that's perfect. You guys have a wonderful day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_0: Thank you. Okay.

Speaker speaker_2: Bye.