

Transcript: VICTORIA

Taylor-5622139331756032-4853237374992384

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? Hi, Victoria. This is Tracy with APL. How are you today? Good. How are you? I'm doing fine, thank you. So I have an insured on the line who works with Integrity Trade Services. Her name is Taylor Chacon, C-H-A-C-O-N. And the last four first digital is 9764. She is needing to get her phone number that's on file updated, and then she also had a question regarding vision coverage, and I explained to her that her vision would not be with APL. Okay. Uh, let me... I'm having a hard time pulling her up. You said it's with Integrity Trade Services? Uh-huh. That's what we show. Okay. And the last four first digitals 0822 Taylor Chacon, C-H-A-C-O-N. Okay. Gotcha. Uh, I think I got her. Okay. Um, um, is the address 3400 North, uh, Travis Avenue? Yes, that is correct. And the- But the phone number that's on file is not correct. Okay. And date of birth is- Mm-hmm. ... August 2nd 98? That is correct. Yes. Okay. Just wanted to make sure. Yeah, no problem. All righty. I'm ready for her. Sure. Okay, Victoria. Well, thank you so much and have a nice evening. You too. Thank you. 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 on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Hi, Victoria. This is Tracy with APL. How are you today?

Speaker speaker_1: Good. How are you?

Speaker speaker_2: I'm doing fine, thank you. So I have an insured on the line who works with Integrity Trade Services. Her name is Taylor Chacon, C-H-A-C-O-N. And the last four first digital is 9764. She is needing to get her phone number that's on file updated, and then she also had a question regarding vision coverage, and I explained to her that her vision would not be with APL.

Speaker speaker_1: Okay. Uh, let me... I'm having a hard time pulling her up. You said it's with Integrity Trade Services?

Speaker speaker_2: Uh-huh. That's what we show.

Speaker speaker_1: Okay.

Speaker speaker_2: And the last four first digitals 0822 Taylor Chacon, C-H-A-C-O-N.

Speaker speaker_1: Okay. Gotcha. Uh, I think I got her.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, um, is the address 3400 North, uh, Travis Avenue?

Speaker speaker_2: Yes, that is correct.

Speaker speaker_1: And the-

Speaker speaker_2: But the phone number that's on file is not correct.

Speaker speaker_1: Okay. And date of birth is-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... August 2nd 98?

Speaker speaker_2: That is correct. Yes.

Speaker speaker_1: Okay. Just wanted to make sure.

Speaker speaker_2: Yeah, no problem.

Speaker speaker_1: All righty. I'm ready for her.

Speaker speaker_2: Sure. Okay, Victoria. Well, thank you so much and have a nice evening.

Speaker speaker_1: You too.

Speaker speaker_2: Thank you. Bye-bye.