

Transcript: VICTORIA

Taylor-5940311487201280-5048346906247168

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, hi, Victoria. Uh, my name is Glenn Howard and I was calling... Uh, I spoke to a gentleman, I think Monday or Tuesday, trying to update my dependents information, and I didn't have everything handy at the time 'cause I was at work. And he told me to call back and, and, uh, just update all this information. Okay. Uh, what is the name of the agency you work for again? Uh, MAU. And the last four of your Social? 4473. And your first and last name? Uh, Glenn Howard. All right. And do you mind verifying your address and date of birth? Uh, address is 907 West Second Round Road, Lancaster, Texas 75146. And the date of birth is 01/17/75. And then phone number 945-995... Or I'm sorry, 940966. Yes. And then email is gchoward75@gmail.com. Correct. Okay. Shouldn't have a mistake. Okay so it looks like we're just adding Socials to the dependents? Uh, Socials for the dependents, and I think I got them. I can't remember if I got everybody on there, so I'll just go with it. Okay. Um, I guess we can start off with your spouse's Social. Uh, 639460404. Okay, and then the next person I have is Gwendolyn. Gwendolyn, uh, her Social is 804532419. And I need to ver... I need to make sure that the birthday is, uh, correct because I was going over these birthdays with them at, uh, the meeting. Okay, so I have your- But her birthday is December 12th, 2015, for Gwendolyn? Yeah. Okay. Uh-huh. And then I have your spouse's date of birth as February 16th 1995. Yes. Okay. And then, uh, Jamal, I have date of birth is October 2nd 2016. Okay, his date... His... I see that was wrong, I was trying to spit all this stuff off the top of my head and I was on lunch break when I was doing this, talking to you and so that... Uh, but Ja- Jamal's birthday is 09/07/16. 09/07/2016, okay. And his Social? 677306528. All right, and then I have Isaiah as June 28th 2000? No, 2000? No. No, his is... Uh, his is June 30th, uh, 2020. Okay, and then his Social? 693310408. I'm sorry, do you mind repeating that? Uh, 693310408. All right, and then Nova, date of birth it looks like I have 4/21 of 21? 4/21/2022. Oh, okay. So 04/21/22. And then full Social? 511717104. And then I have Kingston's date of birth as July 22nd 2000? Uh, July 30th. July 30th of 2000? No, 2020. 2020, okay. And then- Yeah, I told... I had said two... I don't know what I was thinking, I told that man 2000, I'm like that makes me feel 25 years ago. I wish it was 25. And then what is his Social? Uh, who are we on? Uh. Kingston. Okay, so Kingston, I'm a have to get his Social 'cause he doesn't stay with me right now, and his, his mother, she hadn't sent me a copy of his Social Security card. Okay. Um, that's pretty much everyone I have listed, is there anyone else? And there's a Davyon Howard. Okay. Do you mind spelling that? D- A- 'V- Y- O- N, and last name is Howard. Uh, is that a male? Yes, male. All right. Date of birth? Uh, 3-30-2012. And then full Social. Uh, 700-04-0265. Okay, let me just make sure I got that right. Is it 700-04-0265? Yes, ma'am. All right. And is that everybody? Uh, yes, that's everybody and I'll, uh, I'll, uh, eventually, I'll call back and get, uh, an update with Kingston's Social. Okay, perfect. And then, um, let's see. I do see that you have the term

life benefit. Who did you want to name as the beneficiary for that? Uh, Destiny Fears. Okay. Give me one second. All righty. So we got everyone up to date, except for Kingston and we're just missing his Social and- Mm-hmm. ... we should be good to go from here. Okay. All righty. Did you need help with anything else? Uh, no, ma'am. That's it. All right. You have a wonderful day. All right. You too. Thank you. Thank you. Bye-bye. 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: Um, hi, Victoria. Uh, my name is Glenn Howard and I was calling... Uh, I spoke to a gentleman, I think Monday or Tuesday, trying to update my dependents information, and I didn't have everything handy at the time 'cause I was at work. And he told me to call back and, and, uh, just update all this information.

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

Speaker speaker_1: Uh, MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 4473.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, Glenn Howard.

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

Speaker speaker_1: Uh, address is 907 West Second Round Road, Lancaster, Texas 75146. And the date of birth is 01/17/75.

Speaker speaker_0: And then phone number 945-995... Or I'm sorry, 940966.

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is gchoward75@gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay.

Speaker speaker_1: Shouldn't have a mistake.

Speaker speaker_0: Okay so it looks like we're just adding Socials to the dependents?

Speaker speaker_1: Uh, Socials for the dependents, and I think I got them. I can't remember if I got everybody on there, so I'll just go with it.

Speaker speaker_0: Okay. Um, I guess we can start off with your spouse's Social.

Speaker speaker_1: Uh, 639460404.

Speaker speaker_0: Okay, and then the next person I have is Gwendolyn.

Speaker speaker_1: Gwendolyn, uh, her Social is 804532419. And I need to ver... I need to make sure that the birthday is, uh, correct because I was going over these birthdays with them at, uh, the meeting.

Speaker speaker_0: Okay, so I have your-

Speaker speaker_1: But her birthday is December 12th, 2015, for Gwendolyn?

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh-huh. And then I have your spouse's date of birth as February 16th 1995.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then, uh, Jamal, I have date of birth is October 2nd 2016.

Speaker speaker_1: Okay, his date... His... I see that was wrong, I was trying to spit all this stuff off the top of my head and I was on lunch break when I was doing this, talking to you and so that... Uh, but Ja- Jamal's birthday is 09/07/16.

Speaker speaker_0: 09/07/2016, okay. And his Social?

Speaker speaker_1: 677306528.

Speaker speaker_0: All right, and then I have Isaiah as June 28th 2000?

Speaker speaker_1: No, 2000? No. No, his is... Uh, his is June 30th, uh, 2020.

Speaker speaker_0: Okay, and then his Social?

Speaker speaker_1: 693310408.

Speaker speaker_0: I'm sorry, do you mind repeating that?

Speaker speaker_1: Uh, 693310408.

Speaker speaker_0: All right, and then Nova, date of birth it looks like I have 4/21 of 21?

Speaker speaker_1: 4/21/2022.

Speaker speaker_0: Oh, okay. So 04/21/22. And then full Social?

Speaker speaker_1: 511717104.

Speaker speaker_0: And then I have Kingston's date of birth as July 22nd 2000?

Speaker speaker_1: Uh, July 30th.

Speaker speaker_0: July 30th of 2000?

Speaker speaker_1: No, 2020.

Speaker speaker_0: 2020, okay. And then-

Speaker speaker_1: Yeah, I told... I had said two... I don't know what I was thinking, I told that man 2000, I'm like that makes me feel 25 years ago. I wish it was 25.

Speaker speaker_0: And then what is his Social?

Speaker speaker_1: Uh, who are we on? Uh.

Speaker speaker_0: Kingston.

Speaker speaker_1: Okay, so Kingston, I'm a have to get his Social 'cause he doesn't stay with me right now, and his, his mother, she hadn't sent me a copy of his Social Security card.

Speaker speaker_0: Okay. Um, that's pretty much everyone I have listed, is there anyone else?

Speaker speaker_1: And there's a Davyon Howard.

Speaker speaker_0: Okay. Do you mind spelling that?

Speaker speaker_1: D- A-'-V-Y-O-N, and last name is Howard.

Speaker speaker_0: Uh, is that a male?

Speaker speaker_2: Yes, male.

Speaker speaker_0: All right. Date of birth?

Speaker speaker_2: Uh, 3-30-2012.

Speaker speaker_0: And then full Social.

Speaker speaker_2: Uh, 700-04-0265.

Speaker speaker_0: Okay, let me just make sure I got that right. Is it 700-04-0265?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: All right. And is that everybody?

Speaker speaker_2: Uh, yes, that's everybody and I'll, uh, I'll, uh, eventually, I'll call back and get, uh, an update with Kingston's Social.

Speaker speaker_0: Okay, perfect. And then, um, let's see. I do see that you have the term life benefit. Who did you want to name as the beneficiary for that?

Speaker speaker_2: Uh, Destiny Fears.

Speaker speaker_0: Okay. Give me one second. All righty. So we got everyone up to date, except for Kingston and we're just missing his Social and-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... we should be good to go from here.

Speaker speaker_2: Okay.

Speaker speaker_0: All righty. Did you need help with anything else?

Speaker speaker_2: Uh, no, ma'am. That's it.

Speaker speaker_0: All right. You have a wonderful day.

Speaker speaker_2: All right. You too. Thank you.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_2: Bye-bye.