

Transcript: VICTORIA

Taylor-6066734635991040-6399521637318656

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, Victoria. It's Tracy at APL. How are you today? Good. How are you? I'm doing fine, thank you. So I have an insured on the line who is needing to get her apartment number corrected. Her name is Kelsey Hall, and we show in our system Focus Workforce. Is that the same thing as Surge? Because she says she works with Surge. Uh, no. I- I... Yeah, those are two different ones. Um- So we show F- Focus Workforce Management, but that's not what she, who she says she's with. So that would be another issue as well. But yeah, her policies and our systems show Focus. What's the last four of her Social? 3727. And date of birth? I have to get back in that. Okay. 11, uh, excuse me, 11/18 of 2000. Okay, I think I've got the correct file pulled up. And- And we've, uh... Currently the system has apartment D as in delta- Hm. ... and she says it should be B as in bravo. But I told her that she has to get that corrected and then... Well now, there we go. This one shows... Hm. Okay, so I see her as Surge too. She was with, she was with the other agency at one point. But yes, I do see her with Surge. Okay. Um- Okay. So if you could just get her apartment number corrected for her that would be great, so we can get it updated in our system on the file. Yeah. Just to make sure, I have, uh, 733 S-H-A-L-I-M-A-R Drive, Apartment B, in Mount Vernon, uh, 43050. Yes. She said everything was correct except for the apartment number, and- Okay. ... all of her mail is going to her neighbor. Ah, okay. All righty. Well- Did she ... meet with her? Yes, well they said that you can verify and confirm that was her. Okay, that's fine. Okay. All right. Well, are you ready to speak to, uh, Miss Hall? Yes, ma'am. Okay. Well, thank you very much, Victoria, and I hope you have a nice afternoon. You too. Thank you. Bye-bye. Hey, is this Miss Hall? Hi. Hey, this is Victoria with Benefits on a Card. Um, I just updated your address here. Um, the lady from APL said it needed to be apartment V as in boy instead of apartment D? Yes. Okay. And just to make sure everything else is correct, um, full address would be 733 S-H-A-L-I-M-A-R Drive. That's in Mount Vernon, Ohio, 43050? Yes. Okay. Was there anything else you might need help with? Um, no, that was it. All righty. Well, I will go ahead and update that in my systems, and I hope you have a wonderful day. All right. Thank you so much. You too. 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: Hey, Victoria. It's Tracy at APL. How are you today?

Speaker speaker_0: Good. How are you?

Speaker speaker_1: I'm doing fine, thank you. So I have an insured on the line who is needing to get her apartment number corrected. Her name is Kelsey Hall, and we show in our system Focus Workforce. Is that the same thing as Surge? Because she says she works with Surge.

Speaker speaker_0: Uh, no. I- I... Yeah, those are two different ones. Um-

Speaker speaker_1: So we show F- Focus Workforce Management, but that's not what she, who she says she's with. So that would be another issue as well. But yeah, her policies and our systems show Focus.

Speaker speaker_0: What's the last four of her Social?

Speaker speaker_1: 3727.

Speaker speaker_0: And date of birth?

Speaker speaker_1: I have to get back in that.

Speaker speaker_0: Okay.

Speaker speaker_1: 11, uh, excuse me, 11/18 of 2000.

Speaker speaker_0: Okay, I think I've got the correct file pulled up. And-

Speaker speaker_1: And we've, uh... Currently the system has apartment D as in delta-

Speaker speaker_0: Hm.

Speaker speaker_1: ... and she says it should be B as in bravo. But I told her that she has to get that corrected and then... Well now, there we go. This one shows... Hm. Okay, so I see her as Surge too. She was with, she was with the other agency at one point. But yes, I do see her with Surge.

Speaker speaker_0: Okay. Um-

Speaker speaker_1: Okay. So if you could just get her apartment number corrected for her that would be great, so we can get it updated in our system on the file.

Speaker speaker_0: Yeah. Just to make sure, I have, uh, 733 S-H-A-L-I-M-A-R Drive, Apartment B, in Mount Vernon, uh, 43050.

Speaker speaker_1: Yes. She said everything was correct except for the apartment number, and-

Speaker speaker_0: Okay.

Speaker speaker_1: ... all of her mail is going to her neighbor.

Speaker speaker_0: Ah, okay. All righty.

Speaker speaker_1: Well-

Speaker speaker_0: Did she

Speaker speaker_2: ... meet with her?

Speaker speaker_1: Yes, well they said that you can verify and confirm that was her.

Speaker speaker_0: Okay, that's fine.

Speaker speaker_1: Okay. All right. Well, are you ready to speak to, uh, Miss Hall?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. Well, thank you very much, Victoria, and I hope you have a nice afternoon.

Speaker speaker_0: You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_0: Hey, is this Miss Hall?

Speaker speaker_1: Hi.

Speaker speaker_0: Hey, this is Victoria with Benefits on a Card. Um, I just updated your address here. Um, the lady from APL said it needed to be apartment V as in boy instead of apartment D?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And just to make sure everything else is correct, um, full address would be 733 S-H-A-L-I-M-A-R Drive. That's in Mount Vernon, Ohio, 43050?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Was there anything else you might need help with?

Speaker speaker_1: Um, no, that was it.

Speaker speaker_0: All righty. Well, I will go ahead and update that in my systems, and I hope you have a wonderful day.

Speaker speaker_1: All right. Thank you so much. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.