

Transcript: VICTORIA

Taylor-6326593210335232-5521476861083648

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. My name is Ralph Nannis. I activate my Benefit in a Card and it looks like I did a mistake with my wife, Rand Aziz. It's supposed to be female. I just want to make sure that all my family is active and have a correct information. Okay. Uh, what's the name of the agency you work for? Uh, Oxford Global. And the last four of your Social? 7797. Okay. And do you mind verifying your address and date of birth? Yeah. Date of birth is March 27th, 1966... uh, sorry, 1965. And, uh, what else do you need? Your address. My home... Yeah, 2620 Yuzo Street, Supreme Valley, California 91977. And then phone number is 240-9556. That's correct. Email is gonna be ralphrr@gmail.com. You know... That's... Yeah, that's the one. Okay. So I see you have the Insure Plus Enhanced, the dental and the vision for employee plus family, and then the short-term disability for employee only. Um, I do see that we have your spouse listed, Rand Aziz? Correct, yeah. Can you check if it's male or female, because... Well, it's supposed to be female. Yeah, I do see it listed as male. Okay, I'll get back to you. Yeah, yeah. Can, can be changed to female. Yeah. And then Matthew Aziz is the child that should be listed? Matthew Nannis, actually. Oh, I'm sorry. Nannis. All right. I will go ahead and switch, uh, your spouse's gender to female. Um, and it looks like everything else is good to go. Perfect. Thank you so much. You're welcome. Did you need help with anything else? That's about it. Appreciate it. Thank you. You have a wonderful day. You too. Bye-bye. 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. My name is Ralph Nannis. I activate my Benefit in a Card and it looks like I did a mistake with my wife, Rand Aziz. It's supposed to be female. I just want to make sure that all my family is active and have a correct information.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Uh, Oxford Global.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 7797.

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

Speaker speaker_2: Yeah. Date of birth is March 27th, 1966... uh, sorry, 1965. And, uh, what else do you need?

Speaker speaker_1: Your address.

Speaker speaker_2: My home... Yeah, 2620 Yuzo Street, Supreme Valley, California 91977.

Speaker speaker_1: And then phone number is 240-9556.

Speaker speaker_2: That's correct.

Speaker speaker_1: Email is gonna be ralphrr@gmail.com.

Speaker speaker_2: You know... That's... Yeah, that's the one.

Speaker speaker_1: Okay. So I see you have the Insure Plus Enhanced, the dental and the vision for employee plus family, and then the short-term disability for employee only. Um, I do see that we have your spouse listed, Rand Aziz?

Speaker speaker_2: Correct, yeah. Can you check if it's male or female, because... Well, it's supposed to be female.

Speaker speaker_1: Yeah, I do see it listed as male. Okay, I'll get back to you.

Speaker speaker_2: Yeah, yeah. Can, can be changed to female. Yeah.

Speaker speaker_1: And then Matthew Aziz is the child that should be listed?

Speaker speaker_2: Matthew Nannis, actually.

Speaker speaker_1: Oh, I'm sorry. Nannis. All right. I will go ahead and switch, uh, your spouse's gender to female. Um, and it looks like everything else is good to go.

Speaker speaker_2: Perfect. Thank you so much.

Speaker speaker_1: You're welcome. Did you need help with anything else?

Speaker speaker_2: That's about it. Appreciate it.

Speaker speaker_1: Thank you. You have a wonderful day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Thank you. Bye-bye.