

Transcript: VICTORIA

Taylor-6415454095589376-5876609377681408

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. I'm calling in regards to my name. Um, I want to bring to your attention that my surname is spelled wrongly on the app, on the account that I just set up. So in case your -- it gonna have anything to do with a card that will be mailed to my, um, to my home, so that you can make the rectification and it don't come wrongly. Okay. What's the name of the agency you work through? ACC Healthcare. And the last four of your Social? 4727. All right. And your first and last name? D-O-R-C-A-S, Dorcas. The last name is D-U-K-U hyphen A-M-O-A-H, not A-M-O-A-P-P. I said that P-S one there. Okay. So last name is D-U-K-U hyphen A-M-O-A-H? Yes. Okay. Do you also mind verifying your address and date of birth? March 24, 1990, 1205 Court Columbia, New York 11727. All right. Phone number 614-598-3707? Yes. And then email is A-B-E-N-A_D-U-K-U@yahoo.com? Yes. All righty. I will go ahead and update the spelling of your name and notify the carriers, and you should be good to go from here. All right. Thank you. You're welcome. Have a wonderful day. Thank you.

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. I'm calling in regards to my name. Um, I want to bring to your attention that my surname is spelled wrongly on the app, on the account that I just set up. So in case your -- it gonna have anything to do with a card that will be mailed to my, um, to my home, so that you can make the rectification and it don't come wrongly.

Speaker speaker_1: Okay. What's the name of the agency you work through?

Speaker speaker_2: ACC Healthcare.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 4727.

Speaker speaker_1: All right. And your first and last name?

Speaker speaker_2: D-O-R-C-A-S, Dorcas. The last name is D-U-K-U hyphen A-M-O-A-H, not A-M-O-A-P-P. I said that P-S one there.

Speaker speaker_1: Okay. So last name is D-U-K-U hyphen A-M-O-A-H?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Do you also mind verifying your address and date of birth?

Speaker speaker_2: March 24, 1990, 1205 Court Columbia, New York 11727.

Speaker speaker_1: All right. Phone number 614-598-3707?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is A-B-E-N-A_D-U-K-U@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. I will go ahead and update the spelling of your name and notify the carriers, and you should be good to go from here.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: You're welcome. Have a wonderful day.

Speaker speaker_2: Thank you.