

Transcript: VICTORIA

Taylor-6470752761331712-5481613343637504

Full Transcript

Your call may be- Hello? ... monitored or recorded for quality assurance purposes. Hey, is this Kaylee? This is. Hey, this is Victoria with Benefits and a Card. We just spoke. Yes, ma'am. Hey. I was just double-checking, and it looks like those ID cards still say individual only. So I am... What I'm gonna do from here is I'm gonna reach out to upper management so we can get that updated. But you are currently under the coverage. So if you're... If you need any services done before I can get you the updated copies of those ID cards, just have your providers call us directly and we can verify that you are under the policy. Okay. Yeah. I'm so sorry. I should have paid more attention. But I did not see until after you asked me that to double-check and make sure it said employee plus spouse on that ID card. Okay. Well, I appreciate it. So again, we'll just go ahead and, um.... Yeah. No worries. So I'm just... What I'm going to do from here is I'm going to reach out to upper management and try to get that updated and follow up with you as soon as I can once I get the updated copies. All right. Yes, ma'am. Thank you. You're welcome. Have a good day. You too. Thank you. Bye-bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be-

Speaker speaker_1: Hello?

Speaker speaker_0: ... monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hey, is this Kaylee?

Speaker speaker_1: This is.

Speaker speaker_2: Hey, this is Victoria with Benefits and a Card. We just spoke.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Hey. I was just double-checking, and it looks like those ID cards still say individual only. So I am... What I'm gonna do from here is I'm gonna reach out to upper management so we can get that updated. But you are currently under the coverage. So if you're... If you need any services done before I can get you the updated copies of those ID cards, just have your providers call us directly and we can verify that you are under the policy.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah. I'm so sorry. I should have paid more attention. But I did not see until after you asked me that to double-check and make sure it said employee plus spouse on that ID card.

Speaker speaker_1: Okay. Well, I appreciate it.

Speaker speaker_2: So again, we'll just go ahead and, um.... Yeah. No worries. So I'm just... What I'm going to do from here is I'm going to reach out to upper management and try to get that updated and follow up with you as soon as I can once I get the updated copies.

Speaker speaker_1: All right. Yes, ma'am. Thank you.

Speaker speaker_2: You're welcome. Have a good day.

Speaker speaker_1: You too.

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_1: Thank you. Bye-bye.