

Transcript: VICTORIA

Taylor-6575354503938048-6681852311683072

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello? Hi. How can I help you? Hello? Yes, can you hear me? Uh, I can barely hear you. Can you hear me better now? Uh... Uh, say that again? Can you hear me? Oh, yes, ma'am. Now I can. Sorry about that. How can I help you? Uh, hi. My name, my name is, uh, Dylan Johnson and I work for, uh, Superior Skills Trades and, uh, I wanna get the insurance but, uh, I wanna get it for me and my, uh, my wife and my daughter. But we haven't... Uh, my daughter was just born last month and we haven't gotten her Social Security card yet and, uh, I was wondering what I could do about that. Okay. Um, let me, let me pull up your file, uh, first. What's, what's the last four of your Social? Uh, 6379. Okay. Do you mind verifying your address and date of birth? Uh, 5333 Wellington Drive and 030903. Phone number 979-730-1033? Yes, ma'am. And then email is dylan.mj.mj@icloud.com. Uh, it's, uh, Dylan, uh, D-Y-L-A-N dot m-j-m-j @icloud.com And that's a little period in between the m-j-m-j. Oh, okay. All right. So, um, I see that you're actually pending for enrollment, it looks like for a couple different things for you and your family. So we can... I mean, you're already pending for enrollment. Okay. Now as far as getting your, um, dependents listed, all we would need is their names, date of births and preferably Social Security numbers. Now I understand that you don't have your, um, child's Social just yet. Okay. What we can do is we can put all zeros for now and then when you do have that, call us back so that we can update that. Okay. Yes, ma'am. So, uh, you want me to, uh, just fill, uh, the rest of it out? I can go ahead and update it on my end. Um- Okay. I don't have your wife or your children listed. Yeah, I was- Let's just go ahead- I was gonna... Okay. Yes, ma'am. Let's go ahead and get them listed while I have you on the phone. What's your wife's name? Uh, Alexis Cooper. A-L-E-X-I-S and last name- Last name. Cooper. Huh? Say that again? Is it C-O-O-P-E-R? Yes, ma'am. Okay. And date of birth? Uh, her date of birth is 07-20-2003. And full Social? Uh, give me one second. Uh, let me see. Uh, let me see if I can get it from her real quick. Okay. Hello? I'm still here. Uh, so she... I think she's asleep right now. Um, I texted her to send me her Social Security number but- Okay. Yeah. That's fine. Okay. Then- I can just do the all zeros for that and then, like I said, once you get all that information, you can just call us back. Yes, ma'am. Um, is it just one child that we're adding as well? Uh, yes, ma'am. And the child's name? Uh, Maliyah. M-A-L-I-Y-A-H and her last name's Johnson. Okay. And then date of birth? Uh, 03-21-2025. Okay. All righty. And then it looks like... Let's see. Who did you want to name as the beneficiary for your term life policy? Uh, what's a beneficiary? Go- Can you explain that? Sorry. You're fine. So, uh, the term life policy is in the event of your passing, uh, your beneficiary would get the benefit amount of 27. Uh, it'd be Alexis. Okay. Let's see. And, uh, just to make sure I'm spelling that correct, her first name, it's A-L-E-X-I-S? Yes, ma'am. Okay. All righty. Well, I went ahead and updated all that. Uh, the only thing you'll need to do on your end is just call us back when you get those

Socials, but you're good to go from here. Thank you so much. I really appreciate it. Yes, sir. You have a wonderful day. Good morning. Yes, ma'am. You too. Thank you. 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: Hello?

Speaker speaker_0: Hi. How can I help you?

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, can you hear me?

Speaker speaker_1: Uh, I can barely hear you.

Speaker speaker_0: Can you hear me better now?

Speaker speaker_1: Uh... Uh, say that again?

Speaker speaker_0: Can you hear me?

Speaker speaker_1: Oh, yes, ma'am. Now I can. Sorry about that.

Speaker speaker_0: How can I help you?

Speaker speaker_1: Uh, hi. My name, my name is, uh, Dylan Johnson and I work for, uh, Superior Skills Trades and, uh, I wanna get the insurance but, uh, I wanna get it for me and my, uh, my wife and my daughter. But we haven't... Uh, my daughter was just born last month and we haven't gotten her Social Security card yet and, uh, I was wondering what I could do about that.

Speaker speaker_0: Okay. Um, let me, let me pull up your file, uh, first. What's, what's the last four of your Social?

Speaker speaker_1: Uh, 6379.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 5333 Wellington Drive and 030903.

Speaker speaker_0: Phone number 979-730-1033?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is dylan.mj.mj@icloud.com.

Speaker speaker_1: Uh, it's, uh, Dylan, uh, D-Y-L-A-N dot m-j-m-j @icloud.com And that's a little period in between the m-j-m-j.

Speaker speaker_0: Oh, okay. All right. So, um, I see that you're actually pending for enrollment, it looks like for a couple different things for you and your family. So we can... I mean, you're already pending for enrollment.

Speaker speaker_1: Okay.

Speaker speaker_0: Now as far as getting your, um, dependents listed, all we would need is their names, date of births and preferably Social Security numbers. Now I understand that you don't have your, um, child's Social just yet.

Speaker speaker_1: Okay.

Speaker speaker_0: What we can do is we can put all zeros for now and then when you do have that, call us back so that we can update that.

Speaker speaker_1: Okay. Yes, ma'am. So, uh, you want me to, uh, just fill, uh, the rest of it out?

Speaker speaker_0: I can go ahead and update it on my end. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: I don't have your wife or your children listed.

Speaker speaker_1: Yeah, I was-

Speaker speaker_0: Let's just go ahead-

Speaker speaker_1: I was gonna... Okay. Yes, ma'am.

Speaker speaker_0: Let's go ahead and get them listed while I have you on the phone. What's your wife's name?

Speaker speaker_1: Uh, Alexis Cooper. A-L-E-X-I-S and last name-

Speaker speaker_0: Last name.

Speaker speaker_1: Cooper. Huh? Say that again?

Speaker speaker_0: Is it C-O-O-P-E-R?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And date of birth?

Speaker speaker_1: Uh, her date of birth is 07-20-2003.

Speaker speaker_0: And full Social?

Speaker speaker_1: Uh, give me one second. Uh, let me see. Uh, let me see if I can get it from her real quick.

Speaker speaker_0: Okay.

Speaker speaker_1: Hello?

Speaker speaker_0: I'm still here.

Speaker speaker_1: Uh, so she... I think she's asleep right now. Um, I texted her to send me her Social Security number but-

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: That's fine.

Speaker speaker_1: Okay. Then-

Speaker speaker_0: I can just do the all zeros for that and then, like I said, once you get all that information, you can just call us back.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Um, is it just one child that we're adding as well?

Speaker speaker_1: Uh, yes, ma'am.

Speaker speaker_0: And the child's name?

Speaker speaker_1: Uh, Maliyah. M-A-L-I-Y-A-H and her last name's Johnson.

Speaker speaker_0: Okay. And then date of birth?

Speaker speaker_1: Uh, 03-21-2025.

Speaker speaker_0: Okay. All righty. And then it looks like... Let's see. Who did you want to name as the beneficiary for your term life policy?

Speaker speaker_1: Uh, what's a beneficiary? Go- Can you explain that? Sorry.

Speaker speaker_0: You're fine. So, uh, the term life policy is in the event of your passing, uh, your beneficiary would get the benefit amount of 27.

Speaker speaker_1: Uh, it'd be Alexis.

Speaker speaker_0: Okay. Let's see. And, uh, just to make sure I'm spelling that correct, her first name, it's A-L-E-X-I-S?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. All righty. Well, I went ahead and updated all that. Uh, the only thing you'll need to do on your end is just call us back when you get those Socials, but you're good to go from here.

Speaker speaker_1: Thank you so much. I really appreciate it.

Speaker speaker_0: Yes, sir. You have a wonderful day.

Speaker speaker_1: Good morning. Yes, ma'am. You too.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye.

Speaker speaker_0: Bye-bye.