

Transcript: VICTORIA

Taylor-6620409930366976-6315951711240192

Full Transcript

Thank you for calling Benefits on Card. This is Victoria. How can I help you? Uh, yes, ma'am. My name is, uh, Robert Keith Landreth and I work with, uh, Friday Services, and I have insurance through them on myself, and I wanted to add my wife, my spouse, and, uh, I gave some other lady, uh, information today except for Social Security number, and I didn't know what my wife's Social Security number was. That's the reason I was calling back to get it from you. Oh, okay. Uh, let me pull up your file. What's the last four of your Social? Uh, 0831. Okay. And it's, uh, Robert Landreth? That's me. Okay, perfect. And do you mind verifying your address and date of birth? Uh, address is 151... No, 157. Huh? 157. 157 Trio Lane, Hendersonville, North Carolina 28792. And my date of birth is 8/21/60. Oh, okay. And then phone number 828-708-1660? That's me. Yes, ma'am. And then email is keithlandreth82160@gmail. Yep. Yes, ma'am. Okay. And let's see. We're just adding your spouse's Social, and I'm ready for that whenever you are. What is her Social, Sandra? 237-237- 2998- ... 98- ... 91. ... 91. Okay. And is Sandra's middle name Justice? No. Uh, her mid-Sandra Justice Landreth. Yes. It goes with Sandra Justice Landreth. Middle name's Lee. Oh, okay. So technically Justice is part of the last name? Uh, Justice is her maiden name. Oh, okay. I just wanted to make sure we have it listed here correctly. And then date of birth is 10/27/1960? Yep. Yes, ma'am. All righty. Perfect. I will go ahead and add that, and you should be good to go from here. Okay. Well, what was put in the computer, is that saved with her? What? What was put in the computer, is that saved with her, the coverages selections? Or do you have to go back in there and re- re-pick your coverages? Ma'am, the, uh, coverages that were already picked out, does it stay the same or do we need to go now, since you've got this information, and reestablish it? No. No. There's nothing anything... there's nothing more you need to do on your end. So I can just read you off- Okay. ... what I have here to make sure it's right. I got dental, the critical illness, term life, vision and the MEC enhanced medical plan for you and your spouse, and then the short-term disability for employee only. Does that sound good? Yeah, sounds right. Okay. All right. So yeah, you're good to go on your, uh, on your end. I went ahead- All, all right, I- ... and added it. No- I appreciate it. You're welcome. You have a wonderful weekend. Thank you. Thank you. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on Card. This is Victoria. How can I help you?

Speaker speaker_1: Uh, yes, ma'am. My name is, uh, Robert Keith Landreth and I work with, uh, Friday Services, and I have insurance through them on myself, and I wanted to add my wife, my spouse, and, uh, I gave some other lady, uh, information today except for Social Security number, and I didn't know what my wife's Social Security number was. That's the reason I was calling back to get it from you.

Speaker speaker_0: Oh, okay. Uh, let me pull up your file. What's the last four of your Social?

Speaker speaker_1: Uh, 0831.

Speaker speaker_0: Okay. And it's, uh, Robert Landreth?

Speaker speaker_1: That's me.

Speaker speaker_0: Okay, perfect. And do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, address is 151...

Speaker speaker_2: No, 157.

Speaker speaker_1: Huh?

Speaker speaker_2: 157.

Speaker speaker_1: 157 Trio Lane, Hendersonville, North Carolina 28792. And my date of birth is 8/21/60.

Speaker speaker_0: Oh, okay. And then phone number 828-708-1660?

Speaker speaker_1: That's me. Yes, ma'am.

Speaker speaker_0: And then email is keithlandreth82160@gmail.

Speaker speaker_1: Yep. Yes, ma'am.

Speaker speaker_0: Okay. And let's see. We're just adding your spouse's Social, and I'm ready for that whenever you are.

Speaker speaker_1: What is her Social, Sandra?

Speaker speaker_2: 237-

Speaker speaker_1: 237-

Speaker speaker_2: 2998-

Speaker speaker_1: ... 98-

Speaker speaker_2: ... 91.

Speaker speaker_1: ... 91.

Speaker speaker_0: Okay. And is Sandra's middle name Justice?

Speaker speaker_1: No. Uh, her mid-

Speaker speaker_2: Sandra Justice Landreth.

Speaker speaker_1: Yes. It goes with Sandra Justice Landreth. Middle name's Lee.

Speaker speaker_0: Oh, okay. So technically Justice is part of the last name?

Speaker speaker_1: Uh, Justice is her maiden name.

Speaker speaker_0: Oh, okay. I just wanted to make sure we have it listed here correctly. And then date of birth is 10/27/1960?

Speaker speaker_1: Yep. Yes, ma'am.

Speaker speaker_0: All righty. Perfect. I will go ahead and add that, and you should be good to go from here.

Speaker speaker_1: Okay.

Speaker speaker_2: Well, what was put in the computer, is that saved with her?

Speaker speaker_1: What?

Speaker speaker_2: What was put in the computer, is that saved with her, the coverages selections? Or do you have to go back in there and re- re-pick your coverages?

Speaker speaker_1: Ma'am, the, uh, coverages that were already picked out, does it stay the same or do we need to go now, since you've got this information, and reestablish it?

Speaker speaker_0: No. No. There's nothing anything... there's nothing more you need to do on your end. So I can just read you off-

Speaker speaker_1: Okay.

Speaker speaker_0: ... what I have here to make sure it's right. I got dental, the critical illness, term life, vision and the MEC enhanced medical plan for you and your spouse, and then the short-term disability for employee only. Does that sound good?

Speaker speaker_1: Yeah, sounds right.

Speaker speaker_0: Okay. All right. So yeah, you're good to go on your, uh, on your end. I went ahead-

Speaker speaker_1: All, all right, I-

Speaker speaker_0: ... and added it. No-

Speaker speaker_1: I appreciate it.

Speaker speaker_0: You're welcome. You have a wonderful weekend.

Speaker speaker_2: Thank you.

Speaker speaker_1: Thank you.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.