

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Um, yeah, I had a missed call from you. Okay. What, what staff or company do you work for? Um, hospitality staffing. HSS. What's the last four of your social? 6008. What's the last four of your social? 6008? 600... Yes. First name? Madonna. Last name? Cameron. Thank you. For security purposes, can you verify your address and date of birth for me? Yes. Um, date of birth is going to be 4/10 of 1986. Address, um, 7631, uh, Mary Ellen Avenue, North Hollywood, 91605. Did you say 7621 or 31? 7631. Awesome. Can you verify with me your full social? Yes. 341846008. So we had a 761... sevens, six, uh, 7621 Mary Allen Avenue. So is it 31? You said 21- I'm not sure. It's 31, yeah. I messed up, actually. I put the two instead of the three. Yeah, it's 7631. Ah, eight, nine... You're fine. So it looks like they called about a bad form. Looks like you selected... Let's see. To verify what plans you wanted to get enrolled into. Oh, for the, um, insurance? Yes, ma'am. Yes. Um, well, I selected, I tur... I selected, um, the VIP one. Mm-hmm. And then I selected dental, um, mental health. Uh, and I tried to unselect one of them but I couldn't. It was, like, right below the VIP one. The NEC, say, he- health, the, uh, enhanced? Yeah. What is that? So it's preventative care combined with the VIP standard plan. Okay. So the preventative is in... It's been included in the VIP standard, so with the NEC enhanced, it combines the preventative care with the medical. Okay. Is that good? I... It depends on what you need, ma'am. I wouldn't be able to make any recommendations unfortunately. Okay. Well, um, I don't think I need that, uh, the one on... I'm gonna do the VIP one for sure, but preventative, preventi- You Oh, you can't hear me? I'm not really familiar with plans, so all I know is what they said. I don't know what they entail. So, so it looks like they got you enrolled in the VIP standard, the dental, the life insurance, the behavior health and the ID experts. Okay. What's that? ID... What's the last one? It's, uh, identity fraud. Oh, I don't need that one. Okay. So let me see. So you just want the VIP standard, the dental, the life insurance and the behavior health? Yes. Okay. And what is the insurance company called? It'd be American Public Life. Okay. Right. So I've got that fixed in the system for you. Was there anything else I could help you with today, Ms. Cameron? Um, nope. Thank you. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your day. You too. Bye-bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_2: Um, yeah, I had a missed call from you.

Speaker speaker_1: Okay. What, what staff or company do you work for?

Speaker speaker_2: Um, hospitality staffing. HSS.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 6008.

Speaker speaker_1: What's the last four of your social? 6008?

Speaker speaker_2: 600... Yes.

Speaker speaker_1: First name?

Speaker speaker_2: Madonna.

Speaker speaker_1: Last name?

Speaker speaker_2: Cameron.

Speaker speaker_1: Thank you. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Yes. Um, date of birth is going to be 4/10 of 1986. Address, um, 7631, uh, Mary Ellen Avenue, North Hollywood, 91605.

Speaker speaker_1: Did you say 7621 or 31?

Speaker speaker_2: 7631.

Speaker speaker_1: Awesome. Can you verify with me your full social?

Speaker speaker_2: Yes. 341846008.

Speaker speaker_1: So we had a 761... sevens, six, uh, 7621 Mary Allen Avenue. So is it 31? You said 21-

Speaker speaker_2: I'm not sure. It's 31, yeah. I messed up, actually. I put the two instead of the three. Yeah, it's 7631.

Speaker speaker_1: Ah, eight, nine... You're fine. So it looks like they called about a bad form. Looks like you selected... Let's see. To verify what plans you wanted to get enrolled into.

Speaker speaker_2: Oh, for the, um, insurance?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Yes. Um, well, I selected, I tur... I selected, um, the VIP one.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And then I selected dental, um, mental health. Uh, and I tried to unselect one of them but I couldn't. It was, like, right below the VIP one.

Speaker speaker_1: The NEC, say, he- health, the, uh, enhanced?

Speaker speaker_2: Yeah. What is that?

Speaker speaker_1: So it's preventative care combined with the VIP standard plan.

Speaker speaker_2: Okay.

Speaker speaker_1: So the preventative is in... It's been included in the VIP standard, so with the NEC enhanced, it combines the preventative care with the medical.

Speaker speaker_2: Okay. Is that good?

Speaker speaker_1: I... It depends on what you need, ma'am. I wouldn't be able to make any recommendations unfortunately.

Speaker speaker_2: Okay. Well, um, I don't think I need that, uh, the one on... I'm gonna do the VIP one for sure, but preventative, preventi-

Speaker speaker_1: You

Speaker speaker_3: Oh, you can't hear me?

Speaker speaker_2: I'm not really familiar with plans, so all I know is what they said. I don't know what they entail.

Speaker speaker_1: So, so it looks like they got you enrolled in the VIP standard, the dental, the life insurance, the behavior health and the ID experts.

Speaker speaker_2: Okay. What's that? ID... What's the last one?

Speaker speaker_1: It's, uh, identity fraud.

Speaker speaker_2: Oh, I don't need that one.

Speaker speaker_1: Okay. So let me see. So you just want the VIP standard, the dental, the life insurance and the behavior health?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: And what is the insurance company called?

Speaker speaker_1: It'd be American Public Life.

Speaker speaker_2: Okay.

Speaker speaker_1: Right. So I've got that fixed in the system for you. Was there anything else I could help you with today, Ms. Cameron?

Speaker speaker_2: Um, nope. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Thank you. Bye.