

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yes, uh, uh, my name is Larry Blackmon and I was a part of the, uh, the agency, um, part of, uh, well, uh, the job agency. Anyway, uh, you guys gave a, gave, uh, me a benefit package, um, and I was, I was cut off. Well, not cut off, but, well, you know, it, it had expired, uh, uh, August 25th, uh, uh, 2024. And, uh, uh, I was calling because, uh, uh, the Social Security, uh, benefit, uh, which, which is a medic- medical, they, they want to know if you guys can cons- uh, um, give, you know, give me some information, get information to them, uh, to see how many people, uh, was, uh, uh, was, you know, is, is on that, uh, that program. Your, your, on your benefit program. I'm a little confused on what you're asking for ex- exactly, sir. Mm-hmm. Are you trying to figure out if you still have active coverage? No, I, I, I don't have, uh, uh, the active, uh, uh, coverage anymore, but they wanted to know how many people, uh, wa- is, is on, you know, was on that, uh, is, uh, is on that program, on the same program, the benefit package. Yeah, he... They just want to know how many people, uh, are carrying the same, uh, package, the benefit. That you, you and your dependents? Like, did you have dependents on your coverage? Are you asking for you specifically or for everybody who has that coverage? You, no one- If you're asking for everybody who has it, I wouldn't have that information. They, yeah, they just wanted to know, uh, how many people was, uh, you know, carrying the same, uh, package. That's, that's all they want, uh, for some reason. I don't know. Okay. I would not be able to find... I wouldn't have that information, sir, unfortunately. Hmm. Okay, the agency don't have it and I called someone else and they, they didn't have it. Does, does anybody have it? I'm, I mean, I'm not e- I'm not even s- sure what you're asking for, to be honest, sir. That's not nothing... They just, they just wanted to know the number of the... I'm not- They just wanted to know the number of the people that had the same benefit package. That's all. How many people with the old company that you worked with had that same plan? Ye- yes. Had to do that the, uh, the agency had the same plan. Yeah, that would be something you would have to ask your employer about. I don't think- No, I asked them and they said they they, they didn't have it either, the record either. Yeah, I'm not sure if that's something I will be able to provide, sir. I don't have the answer to that one. Okay. Okay, I'll call Social Security to see what's, see what's going on. See what they say. Well, is there anything else I can help you with today, sir? Nope. Thank you. There's nothing else. No problem. You have a great day, man. You too.

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Yes, uh, uh, my name is Larry Blackmon and I was a part of the, uh, the agency, um, part of, uh, well, uh, the job agency. Anyway, uh, you guys gave a, gave, uh, me a benefit package, um, and I was, I was cut off. Well, not cut off, but, well, you know, it, it had expired, uh, uh, August 25th, uh, uh, 2024. And, uh, uh, I was calling because, uh, uh, the Social Security, uh, benefit, uh, which, which is a medic- medical, they, they want to know if you guys can cons- uh, um, give, you know, give me some information, get information to them, uh, to see how many people, uh, was, uh, uh, was, you know, is, is on that, uh, that program. Your, your, on your benefit program.

Speaker speaker\_0: I'm a little confused on what you're asking for ex- exactly, sir.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Are you trying to figure out if you still have active coverage?

Speaker speaker\_1: No, I, I, I don't have, uh, uh, the active, uh, uh, coverage anymore, but they wanted to know how many people, uh, wa- is, is on, you know, was on that, uh, is, uh, is on that program, on the same program, the benefit package. Yeah, he... They just want to know how many people, uh, are carrying the same, uh, package, the benefit.

Speaker speaker\_0: That you, you and your dependents? Like, did you have dependents on your coverage? Are you asking for you specifically or for everybody who has that coverage?

Speaker speaker\_1: You, no one-

Speaker speaker\_0: If you're asking for everybody who has it, I wouldn't have that information.

Speaker speaker\_1: They, yeah, they just wanted to know, uh, how many people was, uh, you know, carrying the same, uh, package. That's, that's all they want, uh, for some reason. I don't know. Okay.

Speaker speaker\_0: I would not be able to find... I wouldn't have that information, sir, unfortunately.

Speaker speaker\_1: Hmm. Okay, the agency don't have it and I called someone else and they, they didn't have it. Does, does anybody have it?

Speaker speaker\_0: I'm, I mean, I'm not e- I'm not even s- sure what you're asking for, to be honest, sir. That's not nothing...

Speaker speaker\_1: They just, they just wanted to know the number of the...

Speaker speaker\_0: I'm not-

Speaker speaker\_1: They just wanted to know the number of the people that had the same benefit package. That's all.

Speaker speaker\_0: How many people with the old company that you worked with had that same plan?

Speaker speaker\_1: Ye- yes. Had to do that the, uh, the agency had the same plan.

Speaker speaker\_0: Yeah, that would be something you would have to ask your employer about. I don't think-

Speaker speaker\_1: No, I asked them and they said they they, they didn't have it either, the record either.

Speaker speaker\_0: Yeah, I'm not sure if that's something I will be able to provide, sir. I don't have the answer to that one.

Speaker speaker\_1: Okay. Okay, I'll call Social Security to see what's, see what's going on. See what they say.

Speaker speaker\_0: Well, is there anything else I can help you with today, sir?

Speaker speaker\_1: Nope. Thank you.

Speaker speaker\_0: There's nothing else. No problem. You have a great day, man.

Speaker speaker\_1: You too.