

Transcript: Malcolm

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Full Transcript

... benefits when a card needs it and now I can help you. Hey, Malcolm. Um, I enrolled in benefits, uh, with you guys, and the agent told me that if I needed prescriptions filled before I received my card, that I could call you guys, and you could email me the information so I could give it to my pharmacy. What staff would have to be you report? The resource. What's the last four of your Social? 9323. First name. Karen. Last name. Morton. For security purposes, can you verify your address and date of birth for me? 112 Timber Creek Court, King, North Carolina 27021, and date of birth is 3/21/69. Thank you. So we got your phone number as 743-999-0220? Yes. And I get email at charlenealmorton@yahoo.com? That's correct. Yeah. Yeah. All right. So it doesn't look like your coverage has started yet, so we wouldn't be able to send you... It looks like you're still waiting for that first deduction to happen. Okay. So, um, I asked her what the effective date would be, and she said after the first payroll deduction. Um, but she, she did tell me that if I needed the information sooner than that, that I could call. But, um, either I misunderstood or she told me wrong. But nonetheless, that's not possible, right? Not, not at this moment, ma'am, 'cause you haven't... Your coverage hasn't started yet. Okay. All right. Well, thank you for your time, Malcolm. Anytime, Ms. Morton. You have a great rest of your week. You too. Bye-bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: ... benefits when a card needs it and now I can help you.

Speaker speaker_1: Hey, Malcolm. Um, I enrolled in benefits, uh, with you guys, and the agent told me that if I needed prescriptions filled before I received my card, that I could call you guys, and you could email me the information so I could give it to my pharmacy.

Speaker speaker_0: What staff would have to be you report?

Speaker speaker_1: The resource.

Speaker speaker_0: What's the last four of your Social?

Speaker speaker_1: 9323.

Speaker speaker_0: First name.

Speaker speaker_1: Karen.

Speaker speaker_0: Last name.

Speaker speaker_1: Morton.

Speaker speaker_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 112 Timber Creek Court, King, North Carolina 27021, and date of birth is 3/21/69.

Speaker speaker_0: Thank you. So we got your phone number as 743-999-0220?

Speaker speaker_1: Yes.

Speaker speaker_0: And I get email at charlenealmorton@yahoo.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Yeah. Yeah. All right. So it doesn't look like your coverage has started yet, so we wouldn't be able to send you... It looks like you're still waiting for that first deduction to happen.

Speaker speaker_1: Okay. So, um, I asked her what the effective date would be, and she said after the first payroll deduction. Um, but she, she did tell me that if I needed the information sooner than that, that I could call. But, um, either I misunderstood or she told me wrong. But nonetheless, that's not possible, right?

Speaker speaker_0: Not, not at this moment, ma'am, 'cause you haven't... Your coverage hasn't started yet.

Speaker speaker_1: Okay. All right. Well, thank you for your time, Malcolm.

Speaker speaker_0: Anytime, Ms. Morton. You have a great rest of your week.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Thank you. Bye.