

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi. Um, my name is Elizabeth Rice, and I, um, tried to log in to the website and, um, it says my account is disabled. All right. What's the staffing company you work for? Um, I work for ATC Healthcare. What's the last four of your social? 7980. First name? Elizabeth, but it's spelled with an S instead of a D. And for security purposes, can you verify your address and date of birth for me? Yes. 105 West 39th Street, Baltimore, Maryland and 12/20/02. Thank you. So we got your phone number 580-919-0746? Yes. And your email is ellemaygrimit... grimit@gmail.com? Yes. All right. So there should be no deductions was taken to pay for this week's coverage. Were you out of work last week? Um, it was, uh, spring break. Mm-hmm. So it was spring break? So what did... so last week you didn't work? Uh, no. There was, there was no schools open. Okay. So that's probably why your coverage isn't active, because there's no... Do you, do you get paid weekly? Yeah, there was like... There was like no deductions taken to pay for this week's coverage. Okay. I can pay it out of pocket if that would, like- Yes, ma'am, you can do that. ... activate it. Yes, ma'am. You shou- you'd be able to do that. Once you... Is the card and that, it's on file the same as the address? Um, yes. Mm-hmm. It's, uh, it's the one that, um... Wait a second. Let me make sure. It's the 105 West 19- Yeah, I, I already... I'm sorry, what? It's the 105 West 19 thir-, uh, 39th Street? Yes. All right. What were you about to say? Um, I, I did... I do believe that I filled out a thing that had my, um, debit card on there. Um, would it be possible for them to just charge that? No, ma'am. You have to give me your card information. Okay, my bad. Let me grab it real quick. No, you're fine. I'm r- I'm ready whenever you are. Okay. Let me grab it. Let me do this 25 cent card. Hmm, struggling. Okay. Um, it's 4239- Mm-hmm. ... 0700- Mm-hmm. ... 0435 7990. And then the, um, expiration date is 12/27. And the, uh, three-digit code is 492. Thank you. I see that payment went through. Y- you should get the email or a receipt. Thank you. And would I be able to use, um, to, like, log in pretty soon? You should be able to. Give me one moment now. I'm gonna have to put you on a brief hold. Okay. Yeah, absolutely. Thank you. Hey, so it should have been taken, I think, immediately, Ms. Rice. Okay. Thank you so much. No problem. Was there anything else I could help you with today? Uh, no, sir. Thank you. No problem. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week. Thank you. You as well. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Hi. Um, my name is Elizabeth Rice, and I, um, tried to log in to the website and, um, it says my account is disabled.

Speaker speaker_0: All right. What's the staffing company you work for?

Speaker speaker_1: Um, I work for ATC Healthcare.

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

Speaker speaker_1: 7980.

Speaker speaker_0: First name?

Speaker speaker_1: Elizabeth, but it's spelled with an S instead of a D.

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

Speaker speaker_1: Yes. 105 West 39th Street, Baltimore, Maryland and 12/20/02.

Speaker speaker_0: Thank you. So we got your phone number 580-919-0746?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is ellemaygrimit... grimit@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So there should be no deductions was taken to pay for this week's coverage. Were you out of work last week?

Speaker speaker_1: Um, it was, uh, spring break.

Speaker speaker_0: Mm-hmm. So it was spring break? So what did... so last week you didn't work?

Speaker speaker_1: Uh, no. There was, there was no schools open.

Speaker speaker_0: Okay. So that's probably why your coverage isn't active, because there's no... Do you, do you get paid weekly? Yeah, there was like... There was like no deductions taken to pay for this week's coverage.

Speaker speaker_1: Okay. I can pay it out of pocket if that would, like-

Speaker speaker_0: Yes, ma'am, you can do that.

Speaker speaker_1: ... activate it.

Speaker speaker_0: Yes, ma'am. You shou- you'd be able to do that. Once you... Is the card and that, it's on file the same as the address?

Speaker speaker_1: Um, yes.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: It's, uh, it's the one that, um... Wait a second. Let me make sure.

Speaker speaker_0: It's the 105 West 19-

Speaker speaker_1: Yeah, I, I already... I'm sorry, what?

Speaker speaker_0: It's the 105 West 19 thir-, uh, 39th Street?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. What were you about to say?

Speaker speaker_1: Um, I, I did... I do believe that I filled out a thing that had my, um, debit card on there. Um, would it be possible for them to just charge that?

Speaker speaker_0: No, ma'am. You have to give me your card information.

Speaker speaker_1: Okay, my bad. Let me grab it real quick.

Speaker speaker_0: No, you're fine. I'm r- I'm ready whenever you are.

Speaker speaker_1: Okay. Let me grab it. Let me do this 25 cent card. Hmm, struggling. Okay. Um, it's 4239-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 0700-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 0435 7990. And then the, um, expiration date is 12/27. And the, uh, three-digit code is 492.

Speaker speaker_0: Thank you. I see that payment went through. Y- you should get the email or a receipt.

Speaker speaker_1: Thank you. And would I be able to use, um, to, like, log in pretty soon?

Speaker speaker_0: You should be able to. Give me one moment now. I'm gonna have to put you on a brief hold.

Speaker speaker_1: Okay. Yeah, absolutely.

Speaker speaker_0: Thank you. Hey, so it should have been taken, I think, immediately, Ms. Rice.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: No problem. Was there anything else I could help you with today?

Speaker speaker_1: Uh, no, sir. Thank you.

Speaker speaker_0: No problem. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: Thank you. You as well.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye-bye.