

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... sorry, this is Malcolm, how can I help you? No. Malcolm, right? Is your name? Yes, sir. Can I give you my... You need a group number or ID number? If you want me to look up your account, I'll need your first name, last name, and the last four of your Social. Okay. First name is John, last name is Harrington. And the last four of my Social? Mm-hmm. 2048. You work with PRC Staffing? Yeah. Right. For security purposes, can you verify your address and date of birth for me? 503 South Parker Road, Greenville, South Carolina, 29609. 050-6195. Thank you. So we got your phone number at 518-322-1551. You got it. And your email is JMHJR59SD at gmail.com? Exactly. All right. How can I help you, Mr. John? When am I eligible to get new glasses? Or maybe I currently am, I don't know. Well, on our end it doesn't show that you have any, any coverage there. What's that? I said, on our end it doesn't show that you have any coverage. It doesn't show that I have any coverage? No, sir. We don't- Oh. Because... So, is there like a COBRA one that carries it for a while and you pay? Because I know I've used the dental just recently. Sir, you would want to reach out... We don't do anything with COBRA here. You'll want to reach out to them directly. Do you have a phone number for them? So yeah, whenever you're ready. Okay, go ahead. It's 1-800. Yeah. 833. Yeah. 4296. 4396? 4296. 4296. Yep, and you want option one, you want to hit option one to speak with a representative. Now, how can I still get a card that says PRC member, with employee, blah, blah, blah? It's got the same card stuff. I'm not sure, sir. I wouldn't be able to answer that, unfortunately, because again, we don't do anything with COBRA, so I don't know how that process works. Okay. Well, thank you. No problem, Mr. John. Was there anything else I can help you with today? Nope, that's it. Fine, thank you. No problem. I ... have something to send in the card. I hope you have a great day. Bye.

Conversation Format

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

Speaker speaker_1: ... sorry, this is Malcolm, how can I help you?

Speaker speaker_2: No. Malcolm, right? Is your name?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Can I give you my... You need a group number or ID number?

Speaker speaker_1: If you want me to look up your account, I'll need your first name, last name, and the last four of your Social.

Speaker speaker_2: Okay. First name is John, last name is Harrington. And the last four of my Social?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: 2048.

Speaker speaker_1: You work with PRC Staffing?

Speaker speaker_2: Yeah.

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

Speaker speaker_2: 503 South Parker Road, Greenville, South Carolina, 29609. 050-6195.

Speaker speaker_1: Thank you. So we got your phone number at 518-322-1551.

Speaker speaker_2: You got it.

Speaker speaker_1: And your email is JMHJR59SD at gmail.com?

Speaker speaker_2: Exactly.

Speaker speaker_1: All right. How can I help you, Mr. John?

Speaker speaker_2: When am I eligible to get new glasses? Or maybe I currently am, I don't know.

Speaker speaker_1: Well, on our end it doesn't show that you have any, any coverage there.

Speaker speaker_2: What's that?

Speaker speaker_1: I said, on our end it doesn't show that you have any coverage.

Speaker speaker_2: It doesn't show that I have any coverage?

Speaker speaker_1: No, sir. We don't-

Speaker speaker_2: Oh. Because... So, is there like a COBRA one that carries it for a while and you pay? Because I know I've used the dental just recently.

Speaker speaker_1: Sir, you would want to reach out... We don't do anything with COBRA here. You'll want to reach out to them directly.

Speaker speaker_2: Do you have a phone number for them?

Speaker speaker_1: So yeah, whenever you're ready.

Speaker speaker_2: Okay, go ahead.

Speaker speaker_1: It's 1-800.

Speaker speaker_2: Yeah.

Speaker speaker_1: 833.

Speaker speaker_2: Yeah.

Speaker speaker_1: 4296.

Speaker speaker_2: 4396?

Speaker speaker_1: 4296.

Speaker speaker_2: 4296.

Speaker speaker_1: Yep, and you want option one, you want to hit option one to speak with a representative.

Speaker speaker_2: Now, how can I still get a card that says PRC member, with employee, blah, blah, blah? It's got the same card stuff.

Speaker speaker_1: I'm not sure, sir. I wouldn't be able to answer that, unfortunately, because again, we don't do anything with COBRA, so I don't know how that process works.

Speaker speaker_2: Okay. Well, thank you.

Speaker speaker_1: No problem, Mr. John. Was there anything else I can help you with today?

Speaker speaker_2: Nope, that's it. Fine, thank you.

Speaker speaker_1: No problem. I ... have something to send in the card. I hope you have a great day.

Speaker speaker_2: Bye.