

Transcript: Malcolm

Nash-5085739082530816-6158644461649920

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi. Um, yes, um, I, um, I have a question. I, um, I have, um, the, the, the insurance through Benefits of, in a Car through the employer, the BSFG. That's a B. Yeah, BSFG. Um, BGFS, I'm sorry. Um, and, um, I, um, I would like to add the, the MVP preventive ma- uh, preventive care in my plan. All right. Ma'am, if I put you on a brief one... Actually, for security purposes, 'cause I just spoke with you, for security purposes can you verify your address and date of birth for me? 6125 North Morgan Street, Alexandria, Virginia 22312. And date of birth? Uh, 3/27/69. Thank you. Ma'am, if I put you on a brief hold? Yeah. Yeah, sure. Thank you. All right. How are you doing, Ms. Teller? Oh, hi. Oh, all right. So I just sent that email to get that re- the review going for your, the MVP, 'cause you do have to get your account reviewed before you can get enrolled into it. It does take a few business days, but once we get the review back, I'll give you a call back and let you know if you're able to get enrolled or not. Oh, okay. Um, sure. And what's your name? Malcolm. Malcolm, okay. Okay. Malcolm. M-A-L-C-O-L-M. Okay. I didn't know that I talked to you earlier. Yes. Yes, ma'am. That's why I said I had just, I had just talked to you earlier. Okay. Hey, well was there anything else I can help you with today, Ms. Teller? Okay, so... No, no, that will be it. I'm just, I'll wait for you for your call. That's fine. All right. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great weekend. Mm, you too. 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 Car. This is Malcolm. How can I help you?

Speaker speaker_2: Hi. Um, yes, um, I, um, I have a question. I, um, I have, um, the, the, the insurance through Benefits of, in a Car through the employer, the BSFG. That's a B. Yeah, BSFG. Um, BGFS, I'm sorry. Um, and, um, I, um, I would like to add the, the MVP preventive ma- uh, preventive care in my plan.

Speaker speaker_1: All right. Ma'am, if I put you on a brief one... Actually, for security purposes, 'cause I just spoke with you, for security purposes can you verify your address and date of birth for me?

Speaker speaker_2: 6125 North Morgan Street, Alexandria, Virginia 22312.

Speaker speaker_1: And date of birth?

Speaker speaker_2: Uh, 3/27/69.

Speaker speaker_1: Thank you. Ma'am, if I put you on a brief hold?

Speaker speaker_2: Yeah. Yeah, sure.

Speaker speaker_1: Thank you. All right. How are you doing, Ms. Teller?

Speaker speaker_2: Oh, hi.

Speaker speaker_1: Oh, all right. So I just sent that email to get that re- the review going for your, the MVP, 'cause you do have to get your account reviewed before you can get enrolled into it. It does take a few business days, but once we get the review back, I'll give you a call back and let you know if you're able to get enrolled or not.

Speaker speaker_2: Oh, okay. Um, sure. And what's your name?

Speaker speaker_1: Malcolm.

Speaker speaker_2: Malcolm, okay. Okay.

Speaker speaker_1: Malcolm. M-A-L-C-O-L-M.

Speaker speaker_2: Okay. I didn't know that I talked to you earlier. Yes.

Speaker speaker_1: Yes, ma'am. That's why I said I had just, I had just talked to you earlier.

Speaker speaker_2: Okay.

Speaker speaker_1: Hey, well was there anything else I can help you with today, Ms. Teller?

Speaker speaker_2: Okay, so... No, no, that will be it. I'm just, I'll wait for you for your call. That's fine.

Speaker speaker_1: All right. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great weekend.

Speaker speaker_2: Mm, you too. You too. Bye-bye.

Speaker speaker_1: Thank you. Bye.