

Transcript: Malcolm

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Full Transcript

... in the car, this is Malcolm. How can I help you? Hi, Malcolm. Um, I'm calling because my company was recently switched to, um, their benefits using your company. Um, and I just wanted to follow up and ensure that, um, I have coverage now, and get my insurance information. What's that, what company you work for? NOR. The last four of your Social. 7160. First name? Miriam. Last name? Drellman. All right. Security purposes, can you verify your address and date of birth for me? Mm-hmm. 1429 Harper Court, Ora- Ockaway, New York, 11691. And my date of birth is 01/08/2001. Thank you. So we got your phone number 347-752-0105. Uh-huh. Let me get email is miriamdrellman@gmail.com. Correct. Thank you. Yes, it doesn't lo- look like you had coverage, but then it stopped after March 3rd. It doesn't look like any deductions have been getting taken to pay for your coverage. Um, I'm sorry. Can you repeat that? It looks like no deductions have been taken since March 3rd to pay for your coverage, so you don't have active coverage right now. Um, that's strange 'cause I've been paying out of my paycheck. So I'm not sure why that's coming up on your end. So what I'ma have to do, I'ma have to send you a requested document email. You're gonna have to send us the information, or- or send us pictures- Okay. ... in which you're getting deductions, and so then we can investigate. Okay. Can you email that to me? Yes, ma'am. I'm sorry, you have terrible service. I can't hear you. You're breaking up pretty bad. Yeah, I can't hear a word you're saying. Hello? Yes, ma'am. Hello? Can you hear me, ma'am? Yeah, your service is really choppy. All right. So I'm gonna send you a document request in email. You'll just have to send us- Mm-hmm. ... the pay stubs where you're seeing if where you were receiving deductions, and then we can get an investigation going to see why it's not showing up in our system. All right. So you're going to send that over to my email? Yes, ma'am. All right. Thank you. No problem. Is there anything else I can help you with today, Ms. Drellman? No, thank you. All right. So I've just sent that to your email. Okay. Thank you. Okay. Bye.

Conversation Format

Speaker speaker_0: ... in the car, this is Malcolm. How can I help you?

Speaker speaker_1: Hi, Malcolm. Um, I'm calling because my company was recently switched to, um, their benefits using your company. Um, and I just wanted to follow up and ensure that, um, I have coverage now, and get my insurance information.

Speaker speaker_0: What's that, what company you work for?

Speaker speaker_1: NOR.

Speaker speaker_0: The last four of your Social.

Speaker speaker_1: 7160.

Speaker speaker_0: First name?

Speaker speaker_1: Miriam.

Speaker speaker_0: Last name?

Speaker speaker_1: Drellman.

Speaker speaker_0: All right. Security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Mm-hmm. 1429 Harper Court, Ora- Ockaway, New York, 11691. And my date of birth is 01/08/2001.

Speaker speaker_0: Thank you. So we got your phone number 347-752-0105.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Let me get email is miriamdrellman@gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Thank you. Yes, it doesn't lo- look like you had coverage, but then it stopped after March 3rd. It doesn't look like any deductions have been getting taken to pay for your coverage.

Speaker speaker_1: Um, I'm sorry. Can you repeat that?

Speaker speaker_0: It looks like no deductions have been taken since March 3rd to pay for your coverage, so you don't have active coverage right now.

Speaker speaker_1: Um, that's strange 'cause I've been paying out of my paycheck. So I'm not sure why that's coming up on your end.

Speaker speaker_0: So what I'ma have to do, I'ma have to send you a requested document email. You're gonna have to send us the information, or- or send us pictures-

Speaker speaker_1: Okay.

Speaker speaker_0: ... in which you're getting deductions, and so then we can investigate.

Speaker speaker_1: Okay. Can you email that to me?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: I'm sorry, you have terrible service. I can't hear you.

Speaker speaker_0: You're breaking up pretty bad.

Speaker speaker_1: Yeah, I can't hear a word you're saying. Hello?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Hello?

Speaker speaker_0: Can you hear me, ma'am?

Speaker speaker_1: Yeah, your service is really choppy.

Speaker speaker_0: All right. So I'm gonna send you a document request in email. You'll just have to send us-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the pay stubs where you're seeing if where you were receiving deductions, and then we can get an investigation going to see why it's not showing up in our system.

Speaker speaker_1: All right. So you're going to send that over to my email?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: No problem. Is there anything else I can help you with today, Ms. Drellman?

Speaker speaker_1: No, thank you.

Speaker speaker_0: All right. So I've just sent that to your email.

Speaker speaker_1: Okay. Thank you. Okay. Bye.