

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hello? Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Uh, you can help me, but my friend, are you on a headset? I hear a lot of noise. Yes, sir. I'm on a headset. Okay. Is it possible to change that? I would not be able to, sir. That's why I'm able to speak with you. What exactly are you- No. ... hearing, sir? Uh, okay, it's a little hard but let's try it. Um, I had called yesterday and spoke to someone, and was supposed to get a call back, but I did not. Uh, because, uh, APL, American Public Life, um, had my coverage, uh, terminated on February 3rd, 2025. But that's actually when it was enacted. Uh, so I was trying to get a doctor appointment, and, uh, according to APL my coverage is not active. So I called DIAC yesterday, and spoke with someone and explained the situation. And she said, "Well, I have to kick this up to a manager or supervisor, and we will call you back." I have not gotten that call back. Um, actually her name was Pamela, that I spoke with yesterday. All right. What staffing company do you work for? I work for Noor Staffing, N double O R. What's the last four of your Social? 6564. First name? Julian. All right. For security purposes, can you verify your address and date of birth for me? Address is 240 East 82nd Street, New York, New York, 10028. My date of birth is January 25th, 1965. Thank you. So we got your phone number, 917-887-2077? Correct. And your email is julian.drms@gmail.com? Yes, sir. Thank you. All right, let's see. So we got your phone number, but... oh, you're already verified. Let me look over these notes, give me one moment. Sure. So you're saying it's still saying that you're not active? According to the doctor's office that spoke with APL, they said my coverage was not active. Again- When was this? Uh... pardon me? When was this? Yesterday. Do you know around what time? 'Cause I'm seeing right here- Uh... Go ahead. It was, it was the afternoon I spoke with Pamela, and she was going to call me back after she talked to a manager or a supervisor. I have gotten no such phone call, so I'm calling back today because I need this doctor's appointment. All right. I'm gonna put you in a brief hold. Take your time. Thank you. Oh, shit. Why do I hear that? Okay. I can help. I'm good. Hey, yeah. Hey. Yeah. I gotta go. Thanks for the trip. I could... Are you there, Mr. Singer? Hello? Yes, sir. Are you there? Okay. All right. So- What do you got? So what exactly... Do, do you need your ID cards or are you just saying... they're saying your coverage not active? I have my ID cards. I'm looking at them. Uh, they mailed them to me. I've got the digital ones. Again, I s- uh, reached out to a doctor from Atlantic Spine Center. I gave them my group numbers, my ID numbers, and when he called APL, they said my coverage was terminated on February 3rd, 2025. But that's actually when I was enrolled. So they f- uh, APL told me to get this cleared up, they, uh... needs to be done through BIAC, and they need it in writing so I can have my coverage activated and go see a doctor. Okay. And I called, I called yesterday, and they, she said, "I have to kick this up to my supervisor, manager. I will call you back." I've gotten no call. Okay. So I'm actually

about to transfer you to Ms. Pamela, and she's gonna give you the update. Is that okay? Oh, thank you so much. I appreciate that, man. No problem, Mr. Singer. I'm gonna put you on brief hold. Thank you. Okay. Oh my god.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Hello?

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Uh, you can help me, but my friend, are you on a headset? I hear a lot of noise.

Speaker speaker\_0: Yes, sir. I'm on a headset.

Speaker speaker\_1: Okay. Is it possible to change that?

Speaker speaker\_0: I would not be able to, sir. That's why I'm able to speak with you. What exactly are you-

Speaker speaker\_1: No.

Speaker speaker\_0: ... hearing, sir?

Speaker speaker\_1: Uh, okay, it's a little hard but let's try it. Um, I had called yesterday and spoke to someone, and was supposed to get a call back, but I did not. Uh, because, uh, APL, American Public Life, um, had my coverage, uh, terminated on February 3rd, 2025. But that's actually when it was enacted. Uh, so I was trying to get a doctor appointment, and, uh, according to APL my coverage is not active. So I called DIAC yesterday, and spoke with someone and explained the situation. And she said, "Well, I have to kick this up to a manager or supervisor, and we will call you back." I have not gotten that call back. Um, actually her name was Pamela, that I spoke with yesterday.

Speaker speaker\_0: All right. What staffing company do you work for?

Speaker speaker\_1: I work for Noor Staffing, N double O R.

Speaker speaker\_0: What's the last four of your Social?

Speaker speaker\_1: 6564.

Speaker speaker\_0: First name?

Speaker speaker\_1: Julian.

Speaker speaker\_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Address is 240 East 82nd Street, New York, New York, 10028. My date of birth is January 25th, 1965.

Speaker speaker\_0: Thank you. So we got your phone number, 917-887-2077?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And your email is julian.drms@gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Thank you. All right, let's see. So we got your phone number, but... oh, you're already verified. Let me look over these notes, give me one moment.

Speaker speaker\_1: Sure.

Speaker speaker\_0: So you're saying it's still saying that you're not active?

Speaker speaker\_1: According to the doctor's office that spoke with APL, they said my coverage was not active. Again-

Speaker speaker\_0: When was this?

Speaker speaker\_1: Uh... pardon me?

Speaker speaker\_0: When was this?

Speaker speaker\_1: Yesterday.

Speaker speaker\_0: Do you know around what time? 'Cause I'm seeing right here-

Speaker speaker\_1: Uh...

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: It was, it was the afternoon I spoke with Pamela, and she was going to call me back after she talked to a manager or a supervisor. I have gotten no such phone call, so I'm calling back today because I need this doctor's appointment.

Speaker speaker\_0: All right. I'm gonna put you in a brief hold.

Speaker speaker\_1: Take your time.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Oh, shit. Why do I hear that? Okay. I can help. I'm good. Hey, yeah. Hey. Yeah. I gotta go. Thanks for the trip. I could...

Speaker speaker\_0: Are you there, Mr. Singer?

Speaker speaker\_1: Hello?

Speaker speaker\_0: Yes, sir. Are you there?

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. So-

Speaker speaker\_1: What do you got?

Speaker speaker\_0: So what exactly... Do, do you need your ID cards or are you just saying... they're saying your coverage not active?

Speaker speaker\_1: I have my ID cards. I'm looking at them. Uh, they mailed them to me. I've got the digital ones. Again, I s- uh, reached out to a doctor from Atlantic Spine Center. I gave them my group numbers, my ID numbers, and when he called APL, they said my coverage was terminated on February 3rd, 2025. But that's actually when I was enrolled. So they f- uh, APL told me to get this cleared up, they, uh... needs to be done through BIAC, and they need it in writing so I can have my coverage activated and go see a doctor.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And I called, I called yesterday, and they, she said, "I have to kick this up to my supervisor, manager. I will call you back." I've gotten no call.

Speaker speaker\_0: Okay. So I'm actually about to transfer you to Ms. Pamela, and she's gonna give you the update. Is that okay?

Speaker speaker\_1: Oh, thank you so much. I appreciate that, man.

Speaker speaker\_0: No problem, Mr. Singer. I'm gonna put you on brief hold.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Oh my god.