

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefit Center Card. This is Malcolm. How can I help you? Hey, Malcolm. This is Charles Lacey. I tried to set up a consultation phone call, and I got a text just a little while ago that said that several attempts have been made, but I've not gotten any missed phone calls from the provider. So I'm not sure. So what exactly do you need help with, sir? 'Cause I- Well- You tell me. Yes, go ahead. I mean it said, it said if I had questions or was having trouble receiving calls, that I needed to call this number. So if you're... I, I don't know. Uh, uh, they're saying they've attempted to call me several times, but, uh, they've, they've not. They've not. 'Cause I haven't gotten any missed phone calls. So I don't know. Is there somebody else I can contact or what, what do I need to do? What, what staffing company do you work for there? Oxford. Last four of your social? Two, two, three, two. First name? Charles. All right. For security purposes, can you verify your address and date of birth for me? Yeah. The address is 11201 Boudreaux Road, Apartment 314, Tomball, Texas 77375. And the date of birth is July 23rd, 1965. Oh, yeah. I spoke with you earlier today. Yeah. Okay. Let's see. We got your phone number as 320-493-7763. Yeah. So you're saying when you try to use the virtual- So I've got it- ... appointment, they made... Yeah. I set up an appointment. And then they try to contact you. Go ahead. Yeah. I, I just got a text then. They said, "A provider has attempted to reach you by phone," and they, they list the phone number they said they've tried to call. Um, another... "Regarding your scheduled consultation, um, if you have experienced mis- multiple missed attempts or a long waiting period," which I haven't, "please contact our customer service." So, I don't quite know what else to do at this point. Um, I, I, I guess maybe I could try to schedule a video call. Maybe that's it right there. Uh, let me take this then. If it's... You can disconnect, okay? Okay.

Conversation Format

Speaker speaker_0: Thanks for calling Benefit Center Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hey, Malcolm. This is Charles Lacey. I tried to set up a consultation phone call, and I got a text just a little while ago that said that several attempts have been made, but I've not gotten any missed phone calls from the provider.

Speaker speaker_0: So I'm not sure. So what exactly do you need help with, sir? 'Cause I-

Speaker speaker_1: Well-

Speaker speaker_0: You tell me. Yes, go ahead.

Speaker speaker_1: I mean it said, it said if I had questions or was having trouble receiving calls, that I needed to call this number. So if you're... I, I don't know. Uh, uh, they're saying they've attempted to call me several times, but, uh, they've, they've not. They've not. 'Cause I haven't gotten any missed phone calls. So I don't know. Is there somebody else I can contact or what, what do I need to do?

Speaker speaker_0: What, what staffing company do you work for there?

Speaker speaker_1: Oxford.

Speaker speaker_0: Last four of your social?

Speaker speaker_1: Two, two, three, two.

Speaker speaker_0: First name?

Speaker speaker_1: Charles.

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

Speaker speaker_1: Yeah. The address is 11201 Boudreaux Road, Apartment 314, Tomball, Texas 77375. And the date of birth is July 23rd, 1965.

Speaker speaker_0: Oh, yeah. I spoke with you earlier today.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Let's see. We got your phone number as 320-493-7763.

Speaker speaker_1: Yeah.

Speaker speaker_0: So you're saying when you try to use the virtual-

Speaker speaker_1: So I've got it-

Speaker speaker_0: ... appointment, they made...

Speaker speaker_1: Yeah. I set up an appointment.

Speaker speaker_0: And then they try to contact you. Go ahead.

Speaker speaker_1: Yeah. I, I just got a text then. They said, "A provider has attempted to reach you by phone," and they, they list the phone number they said they've tried to call. Um, another... "Regarding your scheduled consultation, um, if you have experienced mis- multiple missed attempts or a long waiting period," which I haven't, "please contact our customer service." So, I don't quite know what else to do at this point. Um, I, I, I guess maybe I could try to schedule a video call. Maybe that's it right there. Uh, let me take this then. If it's... You can disconnect, okay?

Speaker speaker_0: Okay.