

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hey, um, my name is Dontavius Mack. I just had a missed call from this number. You said something about my benefits. What staffing company do you work for? MAU. The last four of your social security number. 5447. First name? Dontavius. D-O-N-A-T-A-V-I-U-S. Last name? Mack. M-A-C-K. Okay. For security purposes, can you verify your address and date, date of birth for me? 26 Sonoma Road, Woodland South Carolina. 01/19/1995. Can you see we got your phone number, 864-342-0291? Yes, sir. And your email is first name last name at yahoo.com? Yes. You... So it looks like an outbound call was made about the form you, you put in with MAU for the health insurance. Mm-hmm. Looks like you selected both Stay Healthy plans. You're only able to select one. So we're going to verify which one of those plans you wanted to get enrolled into. So they did go ahead and get you enrolled into the cheaper of the two plans. Is that, is that something that you didn't want, that you wanted to change? Oh no, that's okay. That's good. Okay, so that's something that- That's a lot. ... they cost. Is it... You saying it's the cheaper? Mm-hmm. They got you enrolled into the cheaper version of the, of the two plans that you selected. Oh, so then you're saying like the, the, um, the one that take out less money basically? Yes, sir. All right. That's all right. All right. Well, was there anything else I can help you with today, Mr. Mack? No, sir. Wait, so I do see we're missing a beneficiary for your, for the, um, what'd you get into for your medical... I mean for your life insurance policy? I just need a first name and last name and their relationship to you. Uh, what you mean? By- A beneficiary for your life insurance policy. Oh, um. Mm. I'll do my mom, I guess. Takeisha. T-A-K-E-I-S-H-A. Land. You said P-A-T-E, you mean K-E? I-S-H-A. And last name? Land. That's her married name. Yeah, Land. L-A-N-D. And you said that's your mom? Yes, sir. All right. I got that updated for you, Mr. Mack. Was there anything else I can help you with today? No, sir. That'll be it. All right. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great holiday, man. You too. Thank you. Thanks.

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 Card. This is Malcolm, how can I help you?

Speaker speaker_2: Hey, um, my name is Dontavius Mack. I just had a missed call from this number. You said something about my benefits.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: MAU.

Speaker speaker_1: The last four of your social security number.

Speaker speaker_2: 5447.

Speaker speaker_1: First name?

Speaker speaker_2: Dontavius. D-O-N-A-T-A-V-I-U-S.

Speaker speaker_1: Last name?

Speaker speaker_2: Mack. M-A-C-K.

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

Speaker speaker_2: 26 Sonoma Road, Woodland South Carolina. 01/19/1995.

Speaker speaker_1: Can you see we got your phone number, 864-342-0291?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And your email is first name last name at yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: You... So it looks like an outbound call was made about the form you, you put in with MAU for the health insurance.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Looks like you selected both Stay Healthy plans. You're only able to select one. So we're going to verify which one of those plans you wanted to get enrolled into. So they did go ahead and get you enrolled into the cheaper of the two plans. Is that, is that something that you didn't want, that you wanted to change?

Speaker speaker_2: Oh no, that's okay. That's good.

Speaker speaker_1: Okay, so that's something that-

Speaker speaker_2: That's a lot.

Speaker speaker_1: ... they cost.

Speaker speaker_2: Is it... You saying it's the cheaper?

Speaker speaker_1: Mm-hmm. They got you enrolled into the cheaper version of the, of the two plans that you selected.

Speaker speaker_2: Oh, so then you're saying like the, the, um, the one that take out less money basically?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right. That's all right.

Speaker speaker_1: All right. Well, was there anything else I can help you with today, Mr. Mack?

Speaker speaker_2: No, sir.

Speaker speaker_1: Wait, so I do see we're missing a beneficiary for your, for the, um, what'd you get into for your medical... I mean for your life insurance policy? I just need a first name and last name and their relationship to you.

Speaker speaker_2: Uh, what you mean? By-

Speaker speaker_1: A beneficiary for your life insurance policy.

Speaker speaker_2: Oh, um. Mm. I'll do my mom, I guess. Takeisha. T-A-K-E-I-S-H-A. Land.

Speaker speaker_1: You said P-A-T-E, you mean K-E?

Speaker speaker_2: I-S-H-A.

Speaker speaker_1: And last name?

Speaker speaker_2: Land. That's her married name. Yeah, Land. L-A-N-D.

Speaker speaker_1: And you said that's your mom?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. I got that updated for you, Mr. Mack. Was there anything else I can help you with today?

Speaker speaker_2: No, sir. That'll be it.

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

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.

Speaker speaker_2: Thanks.