

Transcript: Malcolm

Nash-5356120515231744-6369031543013376

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hey, how you doing, Malcolm? Yes, sir. This is Eduardo Mojica. I was just calling, um, to reinstate my, uh, my benefits from, for MAU. What's the last four of your Social? Yes, sir. It is 9645. First name? Eduardo. For security purposes, can you verify your address and date of birth for me? Yes, it is 307 Taylor Circle, Grovetown, Georgia 30813, and my date of birth is 9/13/86. Okay. Your phone number is 853-8999? Yup. And your email is eddie.lastname@yahoo.com? Yes, sir. Thank you. You say you just want to get your coverage reinstated? Yes. You have the ... plus basic, the dental... health ID experts. Yeah. Okay. I got that in the system for you, Mr. Eduardo. Please be advised it takes one to two weeks for the enrollment process. Once we see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and you should be able to use the same ID cards that you had before. Okay. All right. So, but, um, unfortunately I'm going to have... I have a doctor's appointment tomorrow. That's not going to be covered, I'm assuming. No, sir, because it doesn't become active right when you get reinstated. Right, immediately. Okay. All right. No biggie, no biggie, man. I appreciate it, man. No problem. Is there anything else I can help you with today, Mr. Eduardo? That's it. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. You too, man. You too. Take care. Bye. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hey, how you doing, Malcolm? Yes, sir. This is Eduardo Mojica. I was just calling, um, to reinstate my, uh, my benefits from, for MAU.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: Yes, sir. It is 9645.

Speaker speaker_1: First name?

Speaker speaker_2: Eduardo.

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

Speaker speaker_2: Yes, it is 307 Taylor Circle, Grovetown, Georgia 30813, and my date of birth is 9/13/86.

Speaker speaker_1: Okay. Your phone number is 853-8999?

Speaker speaker_2: Yup.

Speaker speaker_1: And your email is eddie.lastname@yahoo.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you. You say you just want to get your coverage reinstated?

Speaker speaker_2: Yes.

Speaker speaker_1: You have the ... plus basic, the dental... health ID experts.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. I got that in the system for you, Mr. Eduardo. Please be advised it takes one to two weeks for the enrollment process. Once we see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and you should be able to use the same ID cards that you had before.

Speaker speaker_2: Okay. All right. So, but, um, unfortunately I'm going to have... I have a doctor's appointment tomorrow. That's not going to be covered, I'm assuming.

Speaker speaker_1: No, sir, because it doesn't become active right when you get reinstated.

Speaker speaker_2: Right, immediately. Okay. All right. No biggie, no biggie, man. I appreciate it, man.

Speaker speaker_1: No problem. Is there anything else I can help you with today, Mr. Eduardo?

Speaker speaker_2: That's it.

Speaker speaker_1: Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_2: You too, man. You too. Take care. Bye.

Speaker speaker_1: Thank you.