Transcript: Malcolm Nash-5503992226430976-5419863480778752

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits in the card, this is Matt from ..., how can I help you? Uh, yes, hi. Someone just called me from this number, so I don't know- And they leave a voicemail? Uh, I, no they didn't. I, we got disconnected. I know my husband signed up for benefits last night, so I don't know if they were calling for a reason or what, but I, I have some of the name- Wait, say that, say that one more time. Okay. You said your husband signed up- Okay. ... for insurance last night? Yeah, my husband signed up with the insurance through his work, um, but I, he is the main contact person. I'm, I'm just the, uh, secondary. So I don't know if they needed some information from me or- Maybe, did they leave you a voicemail? No, they didn't. We got disconnected. I picked up and we got disconnected and they didn't call back. Hmm. If I give you my name, can you look or- So do, are you, are you, so you don't have health insurance with the staffing company, your husband does? My husband has, but he added me too. Okay. Well, what's the, what's your husband's name? Uh, D like David, R-I-S-S, and the last name is Bennani, B as in boy, E-N-N-A-N-I. Okay, yeah, looks like you have to get him to give us a call. I'm sorry, give us a call? You're gonna have to get him to give us a call. Ah, okay. Okay. Is this the right number to call? Yes, ma'am. Okay. All right. So I'll ask him to give us a call. Do you know what it is for, that they need, um- I would... See, for security purposes, I'm only allowed to discuss it with him because he's the, he's the only one on the account. Oh, okay. All right. I'll let him know. Thank you. No problem. Bye. Bye.

Conversation Format

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

Speaker speaker_1: ... benefits in the card, this is Matt from ..., how can I help you?

Speaker speaker_2: Uh, yes, hi. Someone just called me from this number, so I don't know-

Speaker speaker_1: And they leave a voicemail?

Speaker speaker_2: Uh, I, no they didn't. I, we got disconnected. I know my husband signed up for benefits last night, so I don't know if they were calling for a reason or what, but I, I have some of the name-

Speaker speaker_1: Wait, say that, say that one more time.

Speaker speaker_2: Okay.

Speaker speaker_1: You said your husband signed up-

Speaker speaker_2: Okay.

Speaker speaker_1: ... for insurance last night?

Speaker speaker_2: Yeah, my husband signed up with the insurance through his work, um, but I, he is the main contact person. I'm, I'm just the, uh, secondary. So I don't know if they needed some information from me or-

Speaker speaker_1: Maybe, did they leave you a voicemail?

Speaker speaker_2: No, they didn't. We got disconnected. I picked up and we got disconnected and they didn't call back.

Speaker speaker_1: Hmm.

Speaker speaker_2: If I give you my name, can you look or-

Speaker speaker_1: So do, are you, are you, so you don't have health insurance with the staffing company, your husband does?

Speaker speaker_2: My husband has, but he added me too.

Speaker speaker_1: Okay. Well, what's the, what's your husband's name?

Speaker speaker_2: Uh, D like David, R-I-S-S, and the last name is Bennani, B as in boy, E-N-N-A-N-I.

Speaker speaker_1: Okay, yeah, looks like you have to get him to give us a call.

Speaker speaker_2: I'm sorry, give us a call?

Speaker speaker_1: You're gonna have to get him to give us a call.

Speaker speaker_2: Ah, okay. Okay. Is this the right number to call?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. All right. So I'll ask him to give us a call. Do you know what it is for, that they need, um-

Speaker speaker_1: I would... See, for security purposes, I'm only allowed to discuss it with him because he's the, he's the only one on the account.

Speaker speaker_2: Oh, okay. All right. I'll let him know. Thank you.

Speaker speaker_1: No problem.

Speaker speaker_2: Bye.

Speaker speaker_1: Bye.