

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? Hello? Thanks for calling Benefits in the Card, this is Malcolm, how can I help you? Yeah, someone gave me a call just a few minutes ago, and, um, I'm just calling back. This is Yolanda Carter-Jones. You said somebody called you when? Um, just two seconds ago. Okay. What staff was that- Um- ... you were working with before? I can tell you what they said. Uh- Oh, go ahead? ... Surge. Hold on a minute, hold on one second. Mm-hmm. Okay. It says something about, um... It was something I signed up for, um, with Surge. The health insurance? Uh, yes. And it said something about, um, the spouse. I didn't sign up on the spouse. Okay. What's the last four of your Social? 5327. First name, you say Yolanda? Yes. Y-A-L-A-N-D-A. All right. And for security purposes, can you verify your address and date of birth for me? My date of birth is 11/19/73. My address is 1431 County Road 46, Tuskegee, Alabama 3608... 36083. Thank you. And your date of birth? Um, 11/19/73. And we got your phone number at 972-795-1600? Yes. And like, your email is yalcarter119@gmail.com? Yes. Thank you. So it looks like... So you just wanted coverage for your spouse, you didn't want coverage for you and the spouse? Um, I don't know. It's... I think it asked for insurance, um, and I don't know if I selected employee or employees and spouse, but you can say- Y- ... it's just supposed to be all employees. Okay. So yeah, you had to select your employee plus spouse. It says they made you a, they called you because it was missing spouse information. And- Oh, God. That's- ... since you didn't answer, they did get you enrolled for employee only, so you should be fine. Okay. All right. Thank you. No problem, Ms. Carter-Jones. Was there anything else I can help you with today? No, that was all. All right. Well, thanks for calling Benefits in the Card, I hope you have a great rest of your week. You too. Thank you. Thank you. Bye. Bye-bye.

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: Hello?

Speaker speaker_1: Thanks for calling Benefits in the Card, this is Malcolm, how can I help you?

Speaker speaker_2: Yeah, someone gave me a call just a few minutes ago, and, um, I'm just calling back. This is Yolanda Carter-Jones.

Speaker speaker_1: You said somebody called you when?

Speaker speaker_2: Um, just two seconds ago.

Speaker speaker_1: Okay. What staff was that-

Speaker speaker_2: Um-

Speaker speaker_1: ... you were working with before?

Speaker speaker_2: I can tell you what they said. Uh-

Speaker speaker_1: Oh, go ahead?

Speaker speaker_2: ... Surge. Hold on a minute, hold on one second.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. It says something about, um... It was something I signed up for, um, with Surge.

Speaker speaker_1: The health insurance?

Speaker speaker_2: Uh, yes. And it said something about, um, the spouse. I didn't sign up on the spouse.

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

Speaker speaker_2: 5327.

Speaker speaker_1: First name, you say Yolanda?

Speaker speaker_2: Yes. Y-A-L-A-N-D-A.

Speaker speaker_1: All right. And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: My date of birth is 11/19/73. My address is 1431 County Road 46, Tuskegee, Alabama 3608... 36083.

Speaker speaker_1: Thank you. And your date of birth?

Speaker speaker_2: Um, 11/19/73.

Speaker speaker_1: And we got your phone number at 972-795-1600?

Speaker speaker_2: Yes.

Speaker speaker_1: And like, your email is yalcarter119@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. So it looks like... So you just wanted coverage for your spouse, you didn't want coverage for you and the spouse?

Speaker speaker_2: Um, I don't know. It's... I think it asked for insurance, um, and I don't know if I selected employee or employees and spouse, but you can say-

Speaker speaker_1: Y-

Speaker speaker_2: ... it's just supposed to be all employees.

Speaker speaker_1: Okay. So yeah, you had to select your employee plus spouse. It says they made you a, they called you because it was missing spouse information. And-

Speaker speaker_2: Oh, God. That's-

Speaker speaker_1: ... since you didn't answer, they did get you enrolled for employee only, so you should be fine.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: No problem, Ms. Carter-Jones. Was there anything else I can help you with today?

Speaker speaker_2: No, that was all.

Speaker speaker_1: All right. Well, thanks for calling Benefits in the Card, I hope you have a great rest of your week.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Thank you. Bye.

Speaker speaker_2: Bye-bye.