

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits on the Card. This is Malcolm, how can I help you? Hey, this is Solomon Parks. How are you? I'm doing good. How about you? Doing good. So- How may I help you today? ... I got a text message, uh, uh, I guess from this number, uh, about the, uh, Resource Benefits, uh, Card, um. The Resources? Uh, yeah. The Resource company? Yeah. Uh, it's the, you have 30 days from your paycheck to enroll. For the health insurance offered through the Resource where you want to get enrolled? Uh, yeah. Yeah. All right. What's the last four of your social? 3738. First name? Solomon. Last name? Parks. For security purposes, can you verify your address and date of birth for me? Yep. 225 Sage Way, Salisbury, 28147, 5993. Excuse me. Did I get phone number 980-565-2576? Yes. And I get email solomonparks24@gmail.com? Yes. All right. What type of coverage will you want to get enrolled into? Uh, what kind of coverage do y'all have? Okay. So they offer you medical, free Rx, virtual care, dental, short term disability, life insurance, vision, critical illness, group accidents, preventative care, behavior health, and an IV expert. Hello? Yes. Um, let's see. Uh, I guess, uh, dental or...

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits on the Card. This is Malcolm, how can I help you?

Speaker speaker_2: Hey, this is Solomon Parks. How are you?

Speaker speaker_1: I'm doing good. How about you?

Speaker speaker_2: Doing good. So-

Speaker speaker_1: How may I help you today?

Speaker speaker_2: ... I got a text message, uh, uh, I guess from this number, uh, about the, uh, Resource Benefits, uh, Card, um.

Speaker speaker_1: The Resources?

Speaker speaker_2: Uh, yeah.

Speaker speaker_1: The Resource company?

Speaker speaker_2: Yeah. Uh, it's the, you have 30 days from your paycheck to enroll.

Speaker speaker_1: For the health insurance offered through the Resource where you want to get enrolled?

Speaker speaker_2: Uh, yeah. Yeah.

Speaker speaker_1: All right. What's the last four of your social?

Speaker speaker_2: 3738.

Speaker speaker_1: First name?

Speaker speaker_2: Solomon.

Speaker speaker_1: Last name?

Speaker speaker_2: Parks.

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

Speaker speaker_2: Yep. 225 Sage Way, Salisbury, 28147, 5993.

Speaker speaker_1: Excuse me. Did I get phone number 980-565-2576?

Speaker speaker_2: Yes.

Speaker speaker_1: And I get email solomonparks24@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. What type of coverage will you want to get enrolled into?

Speaker speaker_2: Uh, what kind of coverage do y'all have?

Speaker speaker_1: Okay. So they offer you medical, free Rx, virtual care, dental, short term disability, life insurance, vision, critical illness, group accidents, preventative care, behavior health, and an IV expert. Hello?

Speaker speaker_2: Yes. Um, let's see. Uh, I guess, uh, dental or...