

Transcript: Malcolm

Nash-5832980007272448-5525552657121280

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... in the card. This is now ... can I help you? Hey. Yes, sir. Um, I work with Megaforce, and I feel like I submitted my form but it's still saying, uh, I don't know if I did or not. Like, it's still saying I didn't, I think. So I'm trying to call and figure that out. What's the last four of your social? 4713. First name? Brandon. Last name. Canady. For security purposes, can you verify your address and date of birth for me? 5469 Thompson Circle, uh, Hope Mill, North Carolina. And, uh, you said, what was it, birthday? August 9, 1992. Okay. We got your phone number, and 910-824-0799. Yes, sir. And there's no ph- email on address. Would you like to add a email? Sure. Uh, Canady, C-A-N-A-D-Y, 1613@gmail.com. So you said last name 1613 at gmail.com? Yes, sir. So it doesn't look like you got enrolled in any coverage, like you declined the coverage? Yeah, that's crazy. No, I filled out the form and I've submitted it, so... I need to try to, I guess, redo the form. I can get you enrolled over the phone if you like. I couldn't ... Hello? I d- I d- Can you hear me? You're breaking up. It... workshop, so. Um- I'm saying I can get, you can get enrolled over the phone if you like. If right now is not a good time, you can give us a call back. We're open 8:00 AM to 8:00 PM Eastern Time. Okay. Um, are y- are you gonna need, like, all my family members' names, birthdays, and socials, and everything like that? Are you getting, or are you gonna do family, spout? Are you doing you and the spouse? Are you doing the children and spouse? Children and spouse, yes. Yes. So I will need all there. I need their first name, last name, Social Security, date of birth. Okay. I'll probably have to wait 'til I get home for that then. All right. Um, all right. Cool. So I'm still open it though that I can sign up for it and everything, right? Yes, sir. The open enrollment ends on January 18th. Okay. <|hr|> All right. Well, was there anything else I can help you with today, Mr. Brandon? Um, no. I don't, I don't think so. I think I remember some of the form. So, is there any way that you could email me, like, uh, uh, like what the choices are and stuff like that again? Or, is that possible? Yes, sir. You want me to send you a benefit guide? Please. Yeah, That, that will be... Yeah, that'll be all. And I'm grateful for that. Thank you. No problem, Mr. Brandon. If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your day, man. You too, sir. Bye-bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: ... in the card. This is now ... can I help you?

Speaker speaker_2: Hey. Yes, sir. Um, I work with Megaforce, and I feel like I submitted my form but it's still saying, uh, I don't know if I did or not. Like, it's still saying I didn't, I think. So I'm trying to call and figure that out.

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

Speaker speaker_2: 4713.

Speaker speaker_1: First name?

Speaker speaker_2: Brandon.

Speaker speaker_1: Last name.

Speaker speaker_2: Canady.

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

Speaker speaker_2: 5469 Thompson Circle, uh, Hope Mill, North Carolina. And, uh, you said, what was it, birthday? August 9, 1992.

Speaker speaker_1: Okay. We got your phone number, and 910-824-0799.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And there's no ph- email on address. Would you like to add a email?

Speaker speaker_2: Sure. Uh, Canady, C-A-N-A-D-Y, 1613@gmail.com.

Speaker speaker_1: So you said last name 1613 at gmail.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: So it doesn't look like you got enrolled in any coverage, like you declined the coverage?

Speaker speaker_2: Yeah, that's crazy. No, I filled out the form and I've submitted it, so... I need to try to, I guess, redo the form.

Speaker speaker_1: I can get you enrolled over the phone if you like.

Speaker speaker_2: I couldn't ...

Speaker speaker_1: Hello?

Speaker speaker_2: I d- I d- Can you hear me?

Speaker speaker_1: You're breaking up.

Speaker speaker_2: It... workshop, so. Um-

Speaker speaker_1: I'm saying I can get, you can get enrolled over the phone if you like. If right now is not a good time, you can give us a call back. We're open 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_2: Okay. Um, are y- are you gonna need, like, all my family members' names, birthdays, and socials, and everything like that?

Speaker speaker_1: Are you getting, or are you gonna do family, spout? Are you doing you and the spouse? Are you doing the children and spouse?

Speaker speaker_2: Children and spouse, yes.

Speaker speaker_1: Yes. So I will need all there. I need their first name, last name, Social Security, date of birth.

Speaker speaker_2: Okay. I'll probably have to wait 'til I get home for that then. All right. Um, all right. Cool. So I'm still open it though that I can sign up for it and everything, right?

Speaker speaker_1: Yes, sir. The open enrollment ends on January 18th.

Speaker speaker_2: Okay. <|hr|>

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

Speaker speaker_2: Um, no. I don't, I don't think so. I think I remember some of the form. So, is there any way that you could email me, like, uh, uh, like what the choices are and stuff like that again? Or, is that possible?

Speaker speaker_1: Yes, sir. You want me to send you a benefit guide?

Speaker speaker_2: Please.

Speaker speaker_1: Yeah,

Speaker speaker_3: That, that will be...

Speaker speaker_1: Yeah, that'll be all. And I'm grateful for that. Thank you. No problem, Mr. Brandon. If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your day, man.

Speaker speaker_2: You too, sir. Bye-bye.

Speaker speaker_1: Thank you. Bye.