

Transcript: Malcolm

Nash-5849364763820032-4594715670921216

Full Transcript

This is Common Benefit Care, how can I help you? Uh, yes. I was calling to see if there was any way, if you all could help me get back into my account, because it's been a while since I logged in and I forgot my login information. What staffing company do you work for? Your staffing company will be the one responsible for getting that information for you. Um, well, when I was there, they told me that you all had to do it because it was a separate thing. Are you trying to get back enrolled into coverage, or are you trying to get, log in to your account? Because those are two different things. If you're trying to get enrolled into health insurance- I'm trying- ... we can get you enrolled. I wouldn't be able to access your account. Well, well, well, n- no, uh, um, when I was filling out the application, it, uh, you all, uh, website popped up and I was needing to go in so I could decline it, so I could finish the application. I can, I can do that. I can decline it for you. What staffing company do you work for? Uh, Surge, in Florence, Alabama. Last four of your Social? 1956. First name? Quentin. Last name? Littleton. L-I-T-T-L-E-T-O-N. All right. For security purposes, can you verify your address and date of birth for me? Uh, date of birth and what? Your address. Uh, 92 Meadow Grove Lane, Florence, Alabama, 35633. And December the 9th, 1985. Thank you. So we got your phone number, 256-764-9973? Yes. And your email is q.littleton30@gmail.com? Yes, sir. All right, I got that declined for you, Mr. Littleton. Was there anything else I can help you with today? Uh, no, that was it. All right, there's nothing else. Thanks for calling Benefit Care. I hope you have a great rest of your week. You too, thank you. Thank you, take care.

Conversation Format

Speaker speaker_0: This is Common Benefit Care, how can I help you?

Speaker speaker_1: Uh, yes. I was calling to see if there was any way, if you all could help me get back into my account, because it's been a while since I logged in and I forgot my login information.

Speaker speaker_0: What staffing company do you work for? Your staffing company will be the one responsible for getting that information for you.

Speaker speaker_1: Um, well, when I was there, they told me that you all had to do it because it was a separate thing.

Speaker speaker_0: Are you trying to get back enrolled into coverage, or are you trying to get, log in to your account? Because those are two different things. If you're trying to get enrolled into health insurance-

Speaker speaker_1: I'm trying-

Speaker speaker_0: ... we can get you enrolled. I wouldn't be able to access your account.

Speaker speaker_1: Well, well, well, n- no, uh, um, when I was filling out the application, it, uh, you all, uh, website popped up and I was needing to go in so I could decline it, so I could finish the application.

Speaker speaker_0: I can, I can do that. I can decline it for you. What staffing company do you work for?

Speaker speaker_1: Uh, Surge, in Florence, Alabama.

Speaker speaker_0: Last four of your Social?

Speaker speaker_1: 1956.

Speaker speaker_0: First name?

Speaker speaker_1: Quentin.

Speaker speaker_0: Last name?

Speaker speaker_1: Littleton. L-I-T-T-L-E-T-O-N.

Speaker speaker_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Uh, date of birth and what?

Speaker speaker_0: Your address.

Speaker speaker_1: Uh, 92 Meadow Grove Lane, Florence, Alabama, 35633. And December the 9th, 1985.

Speaker speaker_0: Thank you. So we got your phone number, 256-764-9973?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is q.littleton30@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right, I got that declined for you, Mr. Littleton. Was there anything else I can help you with today?

Speaker speaker_1: Uh, no, that was it.

Speaker speaker_0: All right, there's nothing else. Thanks for calling Benefit Care. I hope you have a great rest of your week.

Speaker speaker_1: You too, thank you.

Speaker speaker_0: Thank you, take care.