

Transcript: Malcolm

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Full Transcript

... it's your benefits and it's hard. This is Malcolm. How can I help you? Yes, sir. Um, I have, uh, I have an insurance plan with y'all and, um, I have a doctor's appointment on the 20th and they're trying to verify my insurance. They said that it's invalid because of payments not being received, but the payment's been on my check every week. What staffing company do you work for, ma'am? Uh, Wagner Self, or Wagner Service Solutions. The last four of your social? 8656. First name? Ashley. Last name? Gower. I need, just security purposes, can you verify your address and date of birth for me? 423 James Moore Drive, Jackson, Georgia 30233, 012189. That's not the address that we have on file. Is it 225 Hardwick Drive? Yes, ma'am. Okay, then I thought you- Should I roll with that then? Yes. All right. Well, could you verify the full old address for me? 225 Hardwick Drive, Covington, Georgia 30014. Thank you. So what's your new address? Uh, 423 James Moore Drive, Jackson, Georgia- James Moore? Yeah, James, J-A-M-E-S M-O-O-R-E. Moore? And drive? Yes. Is that a home or apartment? A home. All right. Jackson, Georgia 30233. Three... Is it 30223? Yes. And you said Jackson, Georgia? Yes. Like, J-A... J-A-C-K-O... I mean, J-A-C-K-S-O-N? Yes. Thank you. Say that again. Who, me? Yeah. I didn't say anything. I was just verifying that information. And then we have the phone number, 470-984-5125? Correct. And the email is ashgower2007@gmail.com? Correct. Thank you. All right. So, it looks like your coverage isn't active for this week. Would you like no deduction was taken last week to pay for this week's coverage? I, I just looked at my pay stub. It was taken out. For last week? Yes. H... Hello? You mind if I put you on a brief hold? That's fine. Thank you. Okay. Thank you so much. Have a good one. You're welcome. Hello. This is 911, what's your emergency? I'm calling 'cause my husband has a seizure every other day and I'm getting frustrated because he keeps having them in public, like, on the plane and I don't know what to do. Okay, ma'am, we'll get someone to you right now. Hello? Yes, sir. All right. I see where the deduction happened on our end, it doesn't look like it's been processed yet on Wagner's side. I would recommend giving us a call back, or giving, giving them a call back tomo- get them to try it again tomorrow. Okay. If that's all right. All right. Thank you. No problem, Ms. Gary. You have a great rest of your week. You too.

Conversation Format

Speaker speaker_0: ... it's your benefits and it's hard. This is Malcolm. How can I help you?

Speaker speaker_1: Yes, sir. Um, I have, uh, I have an insurance plan with y'all and, um, I have a doctor's appointment on the 20th and they're trying to verify my insurance. They said

that it's invalid because of payments not being received, but the payment's been on my check every week.

Speaker speaker_0: What staffing company do you work for, ma'am?

Speaker speaker_1: Uh, Wagner Self, or Wagner Service Solutions.

Speaker speaker_0: The last four of your social?

Speaker speaker_1: 8656.

Speaker speaker_0: First name?

Speaker speaker_1: Ashley.

Speaker speaker_0: Last name?

Speaker speaker_1: Gower.

Speaker speaker_0: I need, just security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 423 James Moore Drive, Jackson, Georgia 30233, 012189.

Speaker speaker_0: That's not the address that we have on file.

Speaker speaker_1: Is it 225 Hardwick Drive?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, then I thought you-

Speaker speaker_0: Should I roll with that then?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Well, could you verify the full old address for me?

Speaker speaker_1: 225 Hardwick Drive, Covington, Georgia 30014.

Speaker speaker_0: Thank you. So what's your new address?

Speaker speaker_1: Uh, 423 James Moore Drive, Jackson, Georgia-

Speaker speaker_0: James Moore?

Speaker speaker_1: Yeah, James, J-A-M-E-S M-O-O-R-E.

Speaker speaker_0: Moore? And drive?

Speaker speaker_1: Yes.

Speaker speaker_0: Is that a home or apartment?

Speaker speaker_1: A home.

Speaker speaker_0: All right.

Speaker speaker_1: Jackson, Georgia 30233.

Speaker speaker_0: Three... Is it 30223?

Speaker speaker_1: Yes.

Speaker speaker_0: And you said Jackson, Georgia?

Speaker speaker_1: Yes.

Speaker speaker_0: Like, J-A... J-A-C-K-O... I mean, J-A-C-K-S-O-N?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you.

Speaker speaker_1: Say that again.

Speaker speaker_0: Who, me?

Speaker speaker_1: Yeah.

Speaker speaker_0: I didn't say anything. I was just verifying that information. And then we have the phone number, 470-984-5125?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email is ashgower2007@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Thank you. All right. So, it looks like your coverage isn't active for this week. Would you like no deduction was taken last week to pay for this week's coverage?

Speaker speaker_1: I, I just looked at my pay stub. It was taken out.

Speaker speaker_0: For last week?

Speaker speaker_1: Yes. H-... Hello?

Speaker speaker_0: You mind if I put you on a brief hold?

Speaker speaker_1: That's fine.

Speaker speaker_0: Thank you.

Speaker speaker_1: Okay. Thank you so much. Have a good one.

Speaker speaker_0: You're welcome.

Speaker speaker_2: Hello. This is 911, what's your emergency?

Speaker speaker_3: I'm calling 'cause my husband has a seizure every other day and I'm getting frustrated because he keeps having them in public, like, on the plane and I don't know what to do.

Speaker speaker_0: Okay, ma'am, we'll get someone to you right now.

Speaker speaker_4: Hello?

Speaker speaker_5: Yes, sir.

Speaker speaker_0: All right. I see where the deduction happened on our end, it doesn't look like it's been processed yet on Wagner's side. I would recommend giving us a call back, or giving, giving them a call back tomo- get them to try it again tomorrow.

Speaker speaker_5: Okay.

Speaker speaker_0: If that's all right.

Speaker speaker_5: All right. Thank you.

Speaker speaker_0: No problem, Ms. Gary. You have a great rest of your week.

Speaker speaker_5: You too.