

## **Transcript: Malcolm**

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### **Full Transcript**

Thanks for calling Benefits in a Cart. This is Malcolm. How can I help you? Hello. I was calling because I received a in- an email about I need to finish up my benefits with my job through MAU. What's the last four of your social? 5108. First name? Ronnie Suquata. For security purposes, can you verify your address and date of birth for me? 298 Waynesboro Highway, 0805, Savannah, Georgia. Can you say that address one more time? 298 Waynesboro Highway, Savannah, Georgia. That's, that's not the address that we have on file. What y'all got? 3907 Marcellus Avenue? No, ma'am. What y'all got? 30... Wha- wha- what's on there? I wouldn't be able to tell you. I would need you to verify or you can verify with your full social. Okay. Well, I'll verify with my full social. All right. I'm ready whenever you are. 258995108. I think you got a 3630 Meadow Grove Drive, Augusta, Georgia 30906. No, see... No, I didn't. I updated my address when I re-applied. That's my old address. I put in my new address, but apparently y'all system ain't updated. I mean, they system, they system been updated, but that's my old address. Okay. So yeah, it looks like you were called today, so we just wanted to verify... Let me see. Because we do see where you submitted a form. Just wanted to verify which insured plan and which MEC plan you want to get enrolled into. You selected both, and you're only able to pick one. So you have the Insure Plus basic- I ended up clicking both of them. The basic one. Yes, ma'am. And then they- What it is, the dollar one? So they offer you the Stay Healthy MEC and the S- Stay Healthy MEC Enhanced, and then they offer you the Insure Plus Basic and the Insure Plus Enhanced. You selected all four, so we're not s- we weren't sure which one you actually wanted to get enrolled into. So as, as a safety default, we get you enrolled into the cheaper one until we hear from you. Yeah. Okay. Fine. But you were, you were enrolled into the Stay Healthy MEC and then the Insure Plus Basic. Okay. That's the cheaper one? Yes, ma'am. Okay, that's fine. All right. Well, if that's it, we just wanted to give you a call to make sure what plans you wanted. If you're okay with those, then there wouldn't be anything else that I would need to do for you. Was there anything else you had that I could help you- Okay. ... Mr. Suquata? No. All right. Then if there's nothing else, thanks for calling Benefits in a Cart. I hope you have a great rest of your week. Thank you. You, too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in a Cart. This is Malcolm. How can I help you?

Speaker speaker\_1: Hello. I was calling because I received a in- an email about I need to finish up my benefits with my job through MAU.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 5108.

Speaker speaker\_0: First name?

Speaker speaker\_1: Ronnie Suquata.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 298 Waynesboro Highway, 0805, Savannah, Georgia.

Speaker speaker\_0: Can you say that address one more time?

Speaker speaker\_1: 298 Waynesboro Highway, Savannah, Georgia.

Speaker speaker\_0: That's, that's not the address that we have on file.

Speaker speaker\_1: What y'all got? 3907 Marcellus Avenue?

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: What y'all got? 30... Wha- wha- what's on there?

Speaker speaker\_0: I wouldn't be able to tell you. I would need you to verify or you can verify with your full social.

Speaker speaker\_1: Okay. Well, I'll verify with my full social.

Speaker speaker\_0: All right. I'm ready whenever you are.

Speaker speaker\_1: 258995108.

Speaker speaker\_0: I think you got a 3630 Meadow Grove Drive, Augusta, Georgia 30906.

Speaker speaker\_1: No, see... No, I didn't. I updated my address when I re-applied. That's my old address. I put in my new address, but apparently y'all system ain't updated. I mean, they system, they system been updated, but that's my old address.

Speaker speaker\_0: Okay. So yeah, it looks like you were called today, so we just wanted to verify... Let me see. Because we do see where you submitted a form. Just wanted to verify which insured plan and which MEC plan you want to get enrolled into. You selected both, and you're only able to pick one. So you have the Insure Plus basic-

Speaker speaker\_1: I ended up clicking both of them. The basic one.

Speaker speaker\_0: Yes, ma'am. And then they-

Speaker speaker\_1: What it is, the dollar one?

Speaker speaker\_0: So they offer you the Stay Healthy MEC and the S- Stay Healthy MEC Enhanced, and then they offer you the Insure Plus Basic and the Insure Plus Enhanced. You selected all four, so we're not s- we weren't sure which one you actually wanted to get

enrolled into. So as, as a safety default, we get you enrolled into the cheaper one until we hear from you.

Speaker speaker\_1: Yeah. Okay. Fine.

Speaker speaker\_0: But you were, you were enrolled into the Stay Healthy MEC and then the Insure Plus Basic.

Speaker speaker\_1: Okay. That's the cheaper one?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay, that's fine.

Speaker speaker\_0: All right. Well, if that's it, we just wanted to give you a call to make sure what plans you wanted. If you're okay with those, then there wouldn't be anything else that I would need to do for you. Was there anything else you had that I could help you-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... Mr. Suquata?

Speaker speaker\_1: No.

Speaker speaker\_0: All right. Then if there's nothing else, thanks for calling Benefits in a Cart. I hope you have a great rest of your week.

Speaker speaker\_1: Thank you. You, too.

Speaker speaker\_0: Thank you.