Transcript: Malcolm Nash-6104448418234368-6260406733815808

Full Transcript

This is Benefits Authority. This is Malcolm how may I help you? Hi, Malcolm. My name is Larry Houts and I signed up for, uh, MVP for insurance with Partners, Premium Partners, a-and they called, or you guys called me just to confirm it and so I'm supposed to call you back. What's... You said the Partners? What's the last four of your social? 7577. You said 7577? That's correct. And the first name? Larry. Last name? H-O-U-T-Z. All right. For security purposes, can you verify your address and date of birth for me? 1762 Evans Drive South, Jacksonville Beach, Florida 32250 or 11-63. Thank you. All right, you mind if I put you on a brief hold? Sure. Thank you. Justin? Are you there, Mr. Larry? Hey. All right. So yeah, he... They called to let you know that you were eligible to get enrolled into the MV pla- EV... MVP plan. Right, I'm good. Okay. So were you going to proceed with that or were you going to submit- Yes. Yes. No, nope. Yes, proceed. Okay. Okay? Were you wanting to get enrolled for yourself or you and family? It's me and family. All right. I just let them know that you wanted to proceed with that. Was there anything else I can help you with today, Mr. Larry? No. Can I get confirmation via email or... Do you mind if I put you on brief hold? Do you mind if I put you on a brief hold? Sure. So yeah. Hey, are you there, Mr. Larry? Yes. All right. So we can get that confirmation sent to you. It will take 24 to 48 hours for you to receive it, but we can get that confirmation soon. Okay. Sounds good. Thank you. No problem, Mr. Larry. Was there anything else I could help you with today? Nope. That's it. Thank you. Bye-bye. Y- bye.

Conversation Format

Speaker speaker_0: This is Benefits Authority. This is Malcolm how may I help you?

Speaker speaker_1: Hi, Malcolm. My name is Larry Houts and I signed up for, uh, MVP for insurance with Partners, Premium Partners, a-and they called, or you guys called me just to confirm it and so I'm supposed to call you back.

Speaker speaker_0: What's... You said the Partners? What's the last four of your social?

Speaker speaker_1: 7577.

Speaker speaker_0: You said 7577?

Speaker speaker_1: That's correct.

Speaker speaker_0: And the first name?

Speaker speaker_1: Larry.

Speaker speaker_0: Last name?

Speaker speaker_1: H-O-U-T-Z.

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

Speaker speaker_1: 1762 Evans Drive South, Jacksonville Beach, Florida 32250 or 11-63.

Speaker speaker_0: Thank you. All right, you mind if I put you on a brief hold?

Speaker speaker_1: Sure.

Speaker speaker_0: Thank you. Justin? Are you there, Mr. Larry?

Speaker speaker_1: Hey.

Speaker speaker_0: All right. So yeah, he... They called to let you know that you were eligible to get enrolled into the MV pla- EV... MVP plan.

Speaker speaker_1: Right, I'm good.

Speaker speaker_0: Okay. So were you going to proceed with that or were you going to submit-

Speaker speaker_1: Yes. Yes. No, nope. Yes, proceed.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay?

Speaker speaker_0: Were you wanting to get enrolled for yourself or you and family?

Speaker speaker_1: It's me and family.

Speaker speaker_0: All right. I just let them know that you wanted to proceed with that. Was there anything else I can help you with today, Mr. Larry?

Speaker speaker_1: No. Can I get confirmation via email or...

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

Speaker speaker_1: Sure.

Speaker speaker_0: So yeah.

Speaker speaker_2: Hey, are you there, Mr. Larry?

Speaker speaker_3: Yes.

Speaker speaker_2: All right. So we can get that confirmation sent to you. It will take 24 to 48 hours for you to receive it, but we can get that confirmation soon.

Speaker speaker_3: Okay. Sounds good. Thank you.

Speaker speaker_2: No problem, Mr. Larry. Was there anything else I could help you with today?

Speaker speaker_3: Nope. That's it. Thank you. Bye-bye.

Speaker speaker_2: Y- bye.