

Transcript: Malcolm

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Full Transcript

... it's about benefits and the card is enough. How may I help you? Yeah, so I need to update my address and add someone from my property. What, what staffing company do you work for? Uh, OnTrack. So last four of your social? 2884. First name? Terrence Quiller. All right. For security purposes, can you verify your address and date of birth for me? 5025 FM 2931, Apartment 6301, Arbor, Texas, 76227, August the 16th, 1980. 1980? 1988. Okay. So like your phone number 940-510-9212? Correct. And then your email is TQ223.BADL at gmail.com? Yeah. Okay. So you need to change your address? Yes, sir. Oh, so what's your new address? It'll be 6229 Bracken, B as in boy, R as in rainbow, A as in apple, C as in cat, K as in kite, E as in echo, N as in Nigeria Drive, Arbor, Texas 76227. You said drive? Bracken Drive? Yeah. Is that an apartment or a home? It's a house. All right. And you say you need to do something else as well? Yeah, I want to add my spouse to my medical and my dental and vision. Okay. All right. So- But I want to... If I can add her to everything that I got. So you only have... You only have the dental, vision and the medical. So your price will go up to \$77.85, and that'll be deducted weekly. How much? \$77.85. All right. That's cool. Next I do need her first name, last name, social security and date of birth. Uh, can I... Can I add her to the call so she can give you that information? Sure thing. All right. Hold on. Hello? Hello. Yes, sir. She on the phone, sir. Right. So I just need your first name, last name, social security and date of birth. Uh, Henry Collins. Thanks for having me. No... Sorry? How do you spell your first name? H-E-N-R, apostrophe E. Please go slow please. H- H-E-N-R, apostrophe E. Last name? Collins. C-O-L-L-I-N-S. Okay. And your social? 436-75-4646. Is it 436-754646? Correct. And your date of birth? 07/01/'86. You said 07/01/'86? Uh-huh. Thank you. All right. I got that updated for you, Mr. Terrence. All right. Do you know when they're supposed to send me a card, us a card out? So it doesn't look like your coverage become... Hasn't become active yet. So you're waiting... It still looks like you're still waiting for that first deduction to happen. So it takes one to two weeks for the enrollment process and once you see that first deduction from your paycheck and we see it in our system, that's normally Mondays when your coverage becomes active. And your ID cards will be sent one to two weeks from the activation day. Okay. And you said that's medical, dental and vision? Yes, sir. All right. Thank you. And if you wanted a physical copy of your medical card, you have to call and request it once your coverage becomes active. Otherwise It's only sent via email. You only send via email? Say that again? You say you only send it via email? Yes, sir, unless you call and request a physical copy be sent. All right. So once it become active, I just call back and request a physical? Yes, sir. All right. Thank you so much. No problem, Mr. Terrence. Is there anything else I can help you with today? No, sir. You've been a great help. No problem. There's nothing else. Thanks for calling Business in the Card. Hope you have a great rest of your week.

Conversation Format

Speaker speaker_0: ... it's about benefits and the card is enough. How may I help you?

Speaker speaker_1: Yeah, so I need to update my address and add someone from my property.

Speaker speaker_0: What, what staffing company do you work for?

Speaker speaker_1: Uh, OnTrack.

Speaker speaker_0: So last four of your social?

Speaker speaker_1: 2884.

Speaker speaker_0: First name?

Speaker speaker_1: Terrence Quiller.

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

Speaker speaker_1: 5025 FM 2931, Apartment 6301, Arbor, Texas, 76227, August the 16th, 1980.

Speaker speaker_0: 1980?

Speaker speaker_1: 1988.

Speaker speaker_0: Okay. So like your phone number 940-510-9212?

Speaker speaker_1: Correct.

Speaker speaker_0: And then your email is TQ223.BADL at gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So you need to change your address?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Oh, so what's your new address?

Speaker speaker_1: It'll be 6229 Bracken, B as in boy, R as in rainbow, A as in apple, C as in cat, K as in kite, E as in echo, N as in Nigeria Drive, Arbor, Texas 76227.

Speaker speaker_0: You said drive? Bracken Drive?

Speaker speaker_1: Yeah.

Speaker speaker_0: Is that an apartment or a home?

Speaker speaker_1: It's a house.

Speaker speaker_0: All right. And you say you need to do something else as well?

Speaker speaker_1: Yeah, I want to add my spouse to my medical and my dental and vision.

Speaker speaker_0: Okay. All right. So-

Speaker speaker_1: But I want to... If I can add her to everything that I got.

Speaker speaker_0: So you only have... You only have the dental, vision and the medical. So your price will go up to \$77.85, and that'll be deducted weekly.

Speaker speaker_1: How much?

Speaker speaker_0: \$77.85.

Speaker speaker_1: All right. That's cool.

Speaker speaker_0: Next I do need her first name, last name, social security and date of birth.

Speaker speaker_1: Uh, can I... Can I add her to the call so she can give you that information?

Speaker speaker_0: Sure thing.

Speaker speaker_1: All right. Hold on. Hello?

Speaker speaker_2: Hello.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: She on the phone, sir.

Speaker speaker_0: Right. So I just need your first name, last name, social security and date of birth.

Speaker speaker_2: Uh, Henr Collins.

Speaker speaker_0: Thanks for having me.

Speaker speaker_2: No... Sorry?

Speaker speaker_0: How do you spell your first name?

Speaker speaker_2: H-E-N-R, apostrophe E.

Speaker speaker_0: Please go slow please.

Speaker speaker_2: H- H-E-N-R, apostrophe E.

Speaker speaker_0: Last name?

Speaker speaker_2: Collins. C-O-L-L-I-N-S.

Speaker speaker_0: Okay. And your social?

Speaker speaker_2: 436-75-4646.

Speaker speaker_0: Is it 436-754646?

Speaker speaker_2: Correct.

Speaker speaker_0: And your date of birth?

Speaker speaker_2: 07/01/'86.

Speaker speaker_0: You said 07/01/'86?

Speaker speaker_2: Uh-huh.

Speaker speaker_0: Thank you. All right. I got that updated for you, Mr. Terrence.

Speaker speaker_1: All right. Do you know when they're supposed to send me a card, us a card out?

Speaker speaker_0: So it doesn't look like your coverage become... Hasn't become active yet. So you're waiting... It still looks like you're still waiting for that first deduction to happen. So it takes one to two weeks for the enrollment process and once you see that first deduction from your paycheck and we see it in our system, that's normally Mondays when your coverage becomes active. And your ID cards will be sent one to two weeks from the activation day.

Speaker speaker_1: Okay. And you said that's medical, dental and vision?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: And if you wanted a physical copy of your medical card, you have to call and request it once your coverage becomes active. Otherwise It's only sent via email. You only send via email?

Speaker speaker_1: Say that again?

Speaker speaker_0: You say you only send it via email? Yes, sir, unless you call and request a physical copy be sent.

Speaker speaker_1: All right. So once it become active, I just call back and request a physical?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. Thank you so much.

Speaker speaker_0: No problem, Mr. Terrence. Is there anything else I can help you with today?

Speaker speaker_1: No, sir. You've been a great help.

Speaker speaker_0: No problem. There's nothing else. Thanks for calling Business in the Card. Hope you have a great rest of your week.