

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hey, Malcolm. It's Jasmine. I was just giving a call back about the benefits thing. Right. How can I help you? Um, it said that you all was trying to see which one I wanted to select, because I selected two by accident. Oh, I think called you actually. Let me see. Oh. What staffing company do you work for? I'm sorry. I can't hear you. What staffing company do you work for? Ferrero. I said, what staffing company do you work for? Oh. Mm, what do you mean by that? Is it MAU? Is it MAU-Jasmine 10... Oh, yeah, yeah, yeah, yeah, yeah, yeah. It is. I'm sorry. For security purposes, can you verify your address and date of birth for me? 522 Buttonwood Drive in oh six... oh six. 14, 2004. Thank you. Mm-hmm. So it looks like the, the issue's already been resolved. We actually shouldn't, we sh- we actually didn't have to make that call out to you. I made that call out to you. So it looks like you had submitted two documents to get enrolled, and then i- one of them you had selected two plans that you're only eligible to pick one. Mm-hmm. But in the second one, it looks like you already c- you fixed that issue and picked the one that you wanted, so... Mm-hmm. I did. Mm-hmm. All right, so yeah, everything is good on our end, Ms. Hamilton. Okay, thank you. No problem. You have a great rest of your week. Oh, wait. I do... I do see you missed the beneficiary for your life insurance policy. Mm-hmm. I will just need a first name and last name and their relationship to you. It's Twanda Hamilton and my mom. How do you spell that? T-W-A-N-D-A, and then the last name H-A-M-I-L-T-O-N. Thank you. All right. I got that updated for you, Ms. Jasmine. If there's nothing else- Mm-hmm. ... thanks for calling Benefits in a Card. I hope you have a great rest of your week. You too. Thank you.

### Conversation Format

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

Speaker speaker\_1: Hey, Malcolm. It's Jasmine. I was just giving a call back about the benefits thing.

Speaker speaker\_0: Right. How can I help you?

Speaker speaker\_1: Um, it said that you all was trying to see which one I wanted to select, because I selected two by accident.

Speaker speaker\_0: Oh, I think called you actually. Let me see.

Speaker speaker\_1: Oh.

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: I'm sorry. I can't hear you.

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: Ferrero.

Speaker speaker\_0: I said, what staffing company do you work for?

Speaker speaker\_1: Oh. Mm, what do you mean by that?

Speaker speaker\_0: Is it MAU? Is it MAU-Jasmine 10...

Speaker speaker\_1: Oh, yeah, yeah, yeah, yeah, yeah, yeah. It is. I'm sorry.

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

Speaker speaker\_1: 522 Buttonwood Drive in oh six... oh six. 14, 2004.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So it looks like the, the issue's already been resolved. We actually shouldn't, we sh- we actually didn't have to make that call out to you. I made that call out to you. So it looks like you had submitted two documents to get enrolled, and then i- one of them you had selected two plans that you're only eligible to pick one.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: But in the second one, it looks like you already c- you fixed that issue and picked the one that you wanted, so...

Speaker speaker\_1: Mm-hmm. I did. Mm-hmm.

Speaker speaker\_0: All right, so yeah, everything is good on our end, Ms. Hamilton.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: No problem. You have a great rest of your week. Oh, wait. I do... I do see you missed the beneficiary for your life insurance policy.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: I will just need a first name and last name and their relationship to you.

Speaker speaker\_1: It's Twanda Hamilton and my mom.

Speaker speaker\_0: How do you spell that?

Speaker speaker\_1: T-W-A-N-D-A, and then the last name H-A-M-I-L-T-O-N.

Speaker speaker\_0: Thank you. All right. I got that updated for you, Ms. Jasmine. If there's nothing else-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you.