

Transcript: Malcolm

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Full Transcript

... things for calling Benefits in the Card. This is Malcolm. How can I help you? Yes, sir. I was calling to see do I have to wait till open enrollment to cancel my, my, uh, insurance? What staffing company do you work for? I work for MAU Criminal Court. What's the last four of your social? It's 6383. First name? Linda. Last name? Grissom. G-R-I-S-S-O-M. And for security purposes, can you verify your address and date of birth for me? 3513 Oakview Place, Apartment B as in boy, Helsterburg, Georgia 30815. That's not the address that we have on file. Excuse me? That's not the address that we have on file. What address do you have on file? That's where I live. That's where I've been living for the past three years. Okay. Is it 2724 Cranbrook? Yes, ma'am. They're supposed to update all my stuff at the job. I thought they had updated it. So is that your old address? That's the old address, 2724 Cranbrook Drive. And what's your new address? Three... Excuse me. 3513 Oakview Place, Apartment B as in boy, Helsterburg, Georgia. And date of birth? August 9th, 1960. Thank you. So we got your phone number, 478-363-0066. That's right. And the good email is precious11grand@gmail.com? That's correct. So yeah, you would have to wait until the company open enrollment period- Oh, okay. ... before you can do that. Or you have to have a qualifying life event such as marriage or divorce, having or adopting a child, or changing health insurance with another carrier. Okay. All right. Thank you so much. No problem, Ms. Linda. All right, bye-bye.

Conversation Format

Speaker speaker_0: ... things for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Yes, sir. I was calling to see do I have to wait till open enrollment to cancel my, my, uh, insurance?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: I work for MAU Criminal Court.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: It's 6383.

Speaker speaker_0: First name?

Speaker speaker_1: Linda.

Speaker speaker_0: Last name?

Speaker speaker_1: Grissom. G-R-I-S-S-O-M.

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

Speaker speaker_1: 3513 Oakview Place, Apartment B as in boy, Helsterburg, Georgia 30815.

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

Speaker speaker_1: Excuse me?

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

Speaker speaker_1: What address do you have on file? That's where I live. That's where I've been living for the past three years.

Speaker speaker_0: Okay.

Speaker speaker_1: Is it 2724 Cranbrook?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: They're supposed to update all my stuff at the job. I thought they had updated it.

Speaker speaker_0: So is that your old address?

Speaker speaker_1: That's the old address, 2724 Cranbrook Drive.

Speaker speaker_0: And what's your new address?

Speaker speaker_1: Three... Excuse me. 3513 Oakview Place, Apartment B as in boy, Helsterburg, Georgia.

Speaker speaker_0: And date of birth?

Speaker speaker_1: August 9th, 1960.

Speaker speaker_0: Thank you. So we got your phone number, 478-363-0066.

Speaker speaker_1: That's right.

Speaker speaker_0: And the good email is precious11grand@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: So yeah, you would have to wait until the company open enrollment period-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... before you can do that. Or you have to have a qualifying life event such as marriage or divorce, having or adopting a child, or changing health insurance with another carrier.

Speaker speaker_1: Okay. All right. Thank you so much.

Speaker speaker_0: No problem, Ms. Linda.

Speaker speaker_1: All right, bye-bye.