

## **Transcript: Malcolm**

**Nash-6705961448194048-6277144195842048**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits ... This is Malcolm. How can I help you? Uh, yes. I'm calling to check on my benefits. What staffing company do you work for? Uh, it is Integrity. What's the last four of your social? 1538. First name? Tommy. Last name? Akers. All right. For security purposes, can you verify your address and date of birth for me? Yes. Address, 917 West Shore Road, Lot 22, Austin, Indiana, 47102. And birthdate, 10/3/'76. Thank you. So yeah, your phone number, 812-832-0192? Yes. I think your email is tommyakers69@gmail.com? Yes. Thank you. So it looks like you're still waiting for that first deduction to happen. Oh, really? Yeah. Okay. So they didn't take... They, uh, when, when do they start taking that out of my check? 'Cause I, I put it as soon as I enrolled or ... so it's not ready yet. Oh, I wouldn't be able to assist you, 'cause we're not the ones responsible for making deductions. That's a question you would have to reach out to Integrity. Okay. All right. Let me know. All right. Uh, could you, could you tell me, uh, about the plan that I selected? Can you tell me anything about that or...? So you had a, so you had a Free RX and you had a Vision Plan. Yeah, the Vision is what I'm, what I'm, what I'm finding about. So you would have to reach out to the carrier directly if you wanted information about the Vision. I can give you their phone number. Okay. Yes. Whenever you're ready. I'm ready. All right. So the phone number is 1-800- Okay. ... 615- Okay. ... 1883. 1883. All right. Thank you. No problem, Mr. Tommy. Was there anything else I could help you with today? No, that'll be it. Good. Thanks for calling Benefits ... I hope you have a great rest of your day. Thank you. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits ... This is Malcolm. How can I help you?

Speaker speaker\_2: Uh, yes. I'm calling to check on my benefits.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: Uh, it is Integrity.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: 1538.

Speaker speaker\_1: First name?

Speaker speaker\_2: Tommy.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Akers.

Speaker speaker\_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Yes. Address, 917 West Shore Road, Lot 22, Austin, Indiana, 47102. And birthdate, 10/3/'76.

Speaker speaker\_1: Thank you. So yeah, your phone number, 812-832-0192?

Speaker speaker\_2: Yes.

Speaker speaker\_1: I think your email is tommyakers69@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you. So it looks like you're still waiting for that first deduction to happen.

Speaker speaker\_2: Oh, really?

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Okay. So they didn't take... They, uh, when, when do they start taking that out of my check? 'Cause I, I put it as soon as I enrolled or ... so it's not ready yet.

Speaker speaker\_1: Oh, I wouldn't be able to assist you, 'cause we're not the ones responsible for making deductions. That's a question you would have to reach out to Integrity.

Speaker speaker\_2: Okay. All right.

Speaker speaker\_1: Let me know.

Speaker speaker\_2: All right. Uh, could you, could you tell me, uh, about the plan that I selected? Can you tell me anything about that or...?

Speaker speaker\_1: So you had a, so you had a Free RX and you had a Vision Plan.

Speaker speaker\_2: Yeah, the Vision is what I'm, what I'm, what I'm finding about.

Speaker speaker\_1: So you would have to reach out to the carrier directly if you wanted information about the Vision. I can give you their phone number.

Speaker speaker\_2: Okay. Yes.

Speaker speaker\_1: Whenever you're ready.

Speaker speaker\_2: I'm ready.

Speaker speaker\_1: All right. So the phone number is 1-800-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... 615-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... 1883.

Speaker speaker\_2: 1883. All right. Thank you.

Speaker speaker\_1: No problem, Mr. Tommy. Was there anything else I could help you with today?

Speaker speaker\_2: No, that'll be it.

Speaker speaker\_1: Good. Thanks for calling Benefits ... I hope you have a great rest of your day.

Speaker speaker\_2: Thank you. You too.

Speaker speaker\_1: Thank you.