

Transcript: Malcolm

Nash-4528272207560704-5722540410454016

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, Malcolm. Um, I wanted to know if, uh, my wife can make that ap- she has an appointment, uh, to see the doctor today. I don't know if it's too soon or too early for her to do it. Uh, I did it about two weeks ago, I believe. Um, could you let me know if she can make that appointment today or not? Uh- I added her to the, I added her to, uh, the benefits. Okay. So, uh, let me- Let me know what you meant by that. Uh, what's the last four- what staffing company do you work for? I work for The Resource. The Resource? Yeah. What's the last four of your social? 0415. First name? Michael King. Last name? King. All right. For security purposes, can you verify your address and date of birth for me? 1325 North Main Street, Winston-Salem, 27105. 4/26/1966. Thank you. So we got your phone number, 336-848-6650. Yep. And your email is mking88311@gmail.com? Uh, yep. Q... So, yeah, it looks like as of 12/30, uh, that she's been added. So she can go to the doctor today? She should be on the coverage. She, she's been added. It was inactive as of the 30th. Okay, so what should she tell them? Should she use my card? I already- Yeah, she- ... used my card. She wouldn't receive a separate card. It, it would be under your name. Oh, okay. All right. All right, that's great. All right then, I'll let her know. All right. Well, is there anything else I can help you with today, Mr. King? No, thank you very much. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Thank you. 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 in the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Hey, Malcolm. Um, I wanted to know if, uh, my wife can make that ap- she has an appointment, uh, to see the doctor today. I don't know if it's too soon or too early for her to do it. Uh, I did it about two weeks ago, I believe. Um, could you let me know if she can make that appointment today or not?

Speaker speaker_1: Uh-

Speaker speaker_2: I added her to the, I added her to, uh, the benefits.

Speaker speaker_1: Okay.

Speaker speaker_2: So, uh, let me-

Speaker speaker_1: Let me know what you meant by that. Uh, what's the last four- what staffing company do you work for?

Speaker speaker_2: I work for The Resource.

Speaker speaker_1: The Resource?

Speaker speaker_2: Yeah.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 0415.

Speaker speaker_1: First name?

Speaker speaker_2: Michael King.

Speaker speaker_1: Last name?

Speaker speaker_2: King.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 1325 North Main Street, Winston-Salem, 27105. 4/26/1966.

Speaker speaker_1: Thank you. So we got your phone number, 336-848-6650.

Speaker speaker_2: Yep.

Speaker speaker_1: And your email is mking88311@gmail.com?

Speaker speaker_2: Uh, yep.

Speaker speaker_1: Q... So, yeah, it looks like as of 12/30, uh, that she's been added.

Speaker speaker_2: So she can go to the doctor today?

Speaker speaker_1: She should be on the coverage. She, she's been added. It was inactive as of the 30th.

Speaker speaker_2: Okay, so what should she tell them? Should she use my card? I already-

Speaker speaker_1: Yeah, she-

Speaker speaker_2: ... used my card.

Speaker speaker_1: She wouldn't receive a separate card. It, it would be under your name.

Speaker speaker_2: Oh, okay. All right. All right, that's great. All right then, I'll let her know.

Speaker speaker_1: All right. Well, is there anything else I can help you with today, Mr. King?

Speaker speaker_2: No, thank you very much.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Thank you.