

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Okay, good morning. My name is Vanessa. I'm working for Church Now. They fire me. I need to see if how many days my insurance still working or if there is stopping after when I not working for Church is closed. What's the last four of your social? 9140. First name? Vanessa Myrchil. Say that again, ma'am. Vanessa Myrchil. V-A-N-E-S-S-A. Myrchil. M-Y-R-C-H-I-L. For security purposes, can you verify your address and date of birth for me? Date of birth is 15 November 92. My address is 816 W Bridge Street, Columbus, Ohio 43222. Thank you. So we got your phone number at 475-300-1120? Correct. And I think the email is vanessamyrchil90- 90-@Yahoo.com? Yes. Thank you. Bye. Excuse me. Today I have appointment. I need to see if I still use my insurance to for my appointment. So you don't... So as of right now, you don't have active coverage. Oh. If I need to keep my coverage, can I pay by myself? Yes, ma'am. You can make up to four weeks of direct payments. But after four weeks, you'll no longer be able to make direct payments. It will be direct four weeks? You can make up to four weeks of direct payments. After four weeks, you'll no longer be able to make direct payments. How much it is? \$15.16. 16- Actually, it would be \$16.80. It'd be \$16.80. Okay. I supposed to pay this every... every week or- You can, you have to call... Yes, ma'am, you have to call every week. You wouldn't be able to pay in advance. You can pay for this week's coverage and then you have to call next week and pay for next week's coverage and so forth, if you wanted to do it that way. Oh, they don't have a automatic payment? No, ma'am. Mm. Ay, ay, ay. Okay, thank you. I call you back. All right. If there's nothing else, thanks for calling Benefits in a Card. Hope you have a great rest of your week. Okay. Thank you. Bye-bye. 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: Okay, good morning. My name is Vanessa. I'm working for Church Now. They fire me. I need to see if how many days my insurance still working or if there is stopping after when I not working for Church is closed.

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

Speaker speaker_1: 9140.

Speaker speaker_0: First name?

Speaker speaker_1: Vanessa Myrchil.

Speaker speaker_0: Say that again, ma'am.

Speaker speaker_1: Vanessa Myrchil. V-A-N-E-S-S-A. Myrchil. M-Y-R-C-H-I-L.

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

Speaker speaker_1: Date of birth is 15 November 92. My address is 816 W Bridge Street, Columbus, Ohio 43222.

Speaker speaker_0: Thank you. So we got your phone number at 475-300-1120?

Speaker speaker_1: Correct.

Speaker speaker_0: And I think the email is vanessamyrchil90-

Speaker speaker_1: 90-

Speaker speaker_0: @Yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. Bye.

Speaker speaker_1: Excuse me. Today I have appointment. I need to see if I still use my insurance to for my appointment.

Speaker speaker_0: So you don't... So as of right now, you don't have active coverage.

Speaker speaker_1: Oh. If I need to keep my coverage, can I pay by myself?

Speaker speaker_0: Yes, ma'am. You can make up to four weeks of direct payments. But after four weeks, you'll no longer be able to make direct payments.

Speaker speaker_1: It will be direct four weeks?

Speaker speaker_0: You can make up to four weeks of direct payments. After four weeks, you'll no longer be able to make direct payments.

Speaker speaker_1: How much it is?

Speaker speaker_0: \$15.16.

Speaker speaker_1: 16-

Speaker speaker_0: Actually, it would be \$16.80. It'd be \$16.80.

Speaker speaker_1: Okay. I supposed to pay this every... every week or-

Speaker speaker_0: You can, you have to call... Yes, ma'am, you have to call every week. You wouldn't be able to pay in advance. You can pay for this week's coverage and then you have to call next week and pay for next week's coverage and so forth, if you wanted to do it that way.

Speaker speaker_1: Oh, they don't have a automatic payment?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: Mm. Ay, ay, ay. Okay, thank you. I call you back.

Speaker speaker_0: All right. If there's nothing else, thanks for calling Benefits in a Card.
Hope you have a great rest of your week.

Speaker speaker_1: Okay. Thank you. Bye-bye.

Speaker speaker_0: Thank you.