

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hey, Malcolm. I was checking to see if, uh, my health benefits have started yet? What staffing company do you work for? Uh, MAU. The last four of your Social? 6167. First name? Zachary. What was your first name one more time? Zachary. Last name? Gerber. Just for keep- purposes, can you verify your address and date of birth for me? Uh, date of birth is December 31st, 1991. Uh, my address is 208 Miller Road in Mauldin, South Carolina. Thank you. So we got your phone number at 340-9703? Yeah, that's right. And I get email is zgerber1991@gmail.com? Yep. Thank you. So it looks like you're still waiting for that first deduction to happen. Okay. Um, now, I thought the, uh, benefits kicked in the Monday, uh, prior to that first deduction. Is that accurate? Yes, sir. So did you receive a deduction last week? I believe so, yeah. Well, do you know the amount that it was deducted for? Uh, not off the top of my head, I don't. Maybe... Only thing that I can think of is it hasn't reflected in our system yet, but it doesn't show that any deduction was taken last week to pay for this week's coverage. Okay. Uh, well, thank you for your help. No problem, Mr. Gerber. Was there anything else I could help you with today? Uh, that's gonna, that's gonna be all. Well, if there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. Thank you. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker_2: Hey, Malcolm. I was checking to see if, uh, my health benefits have started yet?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, MAU.

Speaker speaker_1: The last four of your Social?

Speaker speaker_2: 6167.

Speaker speaker_1: First name?

Speaker speaker_2: Zachary.

Speaker speaker_1: What was your first name one more time?

Speaker speaker_2: Zachary.

Speaker speaker_1: Last name?

Speaker speaker_2: Gerber.

Speaker speaker_1: Just for keep- purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Uh, date of birth is December 31st, 1991. Uh, my address is 208 Miller Road in Mauldin, South Carolina.

Speaker speaker_1: Thank you. So we got your phone number at 340-9703?

Speaker speaker_2: Yeah, that's right.

Speaker speaker_1: And I get email is zgerber1991@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Thank you. So it looks like you're still waiting for that first deduction to happen.

Speaker speaker_2: Okay. Um, now, I thought the, uh, benefits kicked in the Monday, uh, prior to that first deduction. Is that accurate?

Speaker speaker_1: Yes, sir. So did you receive a deduction last week?

Speaker speaker_2: I believe so, yeah.

Speaker speaker_1: Well, do you know the amount that it was deducted for?

Speaker speaker_2: Uh, not off the top of my head, I don't.

Speaker speaker_1: Maybe... Only thing that I can think of is it hasn't reflected in our system yet, but it doesn't show that any deduction was taken last week to pay for this week's coverage.

Speaker speaker_2: Okay. Uh, well, thank you for your help.

Speaker speaker_1: No problem, Mr. Gerber. Was there anything else I could help you with today?

Speaker speaker_2: Uh, that's gonna, that's gonna be all.

Speaker speaker_1: Well, if there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_2: Thank you. You too.