

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi, Malcolm. My name is Robin McRae, and I was calling because I received a text message telling me something about open enrollment. I thought I already, I already re-enrolled in the health, the card. Is there any way you can find out if I did it or, or if not, can we go ahead and get it set up? Okay, what staffing company do you work for? Mega Force in Long Bird, North Carolina. What's the last four of your Social? 9306. First name? Robin. Last name? McRae. M-C capital R-A-E. For security purposes, can you verify your address and date of birth for me? My address is 503 Suwannee Street, apartment 4F or either F4. I get mail both ways. Lynchville, South Carolina 29512. And my date of birth is May 15th, 1979. Thank you. Okay, it looks like you have the insurance plus basic, the dental and the vision? Say that one more time. You have the insurance plus basic dental and vision? Yes, sir. Yes, so you still, you still have coverage. Okay. I just, I just was wondering why I received a text telling me the enrollment was running out or something. So that's just the automatic text that goes out to all the employees for open enrollment. Hello? Okay, thank you. No, no problem, Ms. Robin. Was there anything else I can help you with today? No, that's it. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too. Take care.

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 Card. This is Malcolm, how can I help you?

Speaker speaker_2: Hi, Malcolm. My name is Robin McRae, and I was calling because I received a text message telling me something about open enrollment. I thought I already, I already re-enrolled in the health, the card. Is there any way you can find out if I did it or, or if not, can we go ahead and get it set up?

Speaker speaker_1: Okay, what staffing company do you work for?

Speaker speaker_2: Mega Force in Long Bird, North Carolina.

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

Speaker speaker_2: 9306.

Speaker speaker_1: First name?

Speaker speaker_2: Robin.

Speaker speaker_1: Last name?

Speaker speaker_2: McRae. M-C capital R-A-E.

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

Speaker speaker_2: My address is 503 Suwannee Street, apartment 4F or either F4. I get mail both ways. Lynchville, South Carolina 29512. And my date of birth is May 15th, 1979.

Speaker speaker_1: Thank you. Okay, it looks like you have the insurance plus basic, the dental and the vision?

Speaker speaker_2: Say that one more time.

Speaker speaker_1: You have the insurance plus basic dental and vision?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Yes, so you still, you still have coverage.

Speaker speaker_2: Okay. I just, I just was wondering why I received a text telling me the enrollment was running out or something.

Speaker speaker_1: So that's just the automatic text that goes out to all the employees for open enrollment. Hello?

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No, no problem, Ms. Robin. Was there anything else I can help you with today?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_2: You too.

Speaker speaker_1: Take care.