

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? Uh, yes, my name is Shelley Hirst. I work for Crown Services. Um, I recently, I think I upped my, upped my insur- upped my insurance. I wanna know how much did they take out this week? Can you slide for your social? 4086. For security purposes, can you verify your address and date of birth for me? It's 1300 Denzel Drive, Apartment 4, Hopkinsville, Kentucky. The date of birth is 9/8/62. Thank you. So I got your phone number at 338-5571. 5571, yes. And I got your email at shellyhirst62@gmail.com. Uh-huh. Yeah. So it looks like a deduction of the 42.76. Okay. So, so did they send the cards out yet? 'Cause I haven't received any cards. Yeah, you receive your cards one to two weeks from the activation date. It looks like it just became active as of the 6th, so it looks like you should receive your card soon. Mm-hmm. Okay, any day, any day. So it's no way that I can reverse that? It's no way that I can do that? What do you mean reverse it? Bring it back down. You want to bring it back down? Yeah, to the, to the original. So let's see what you had before. So you just want the MEC TeleRx? You don't want the enhancement anymore? Nah, I don't, I don't know that... I don't, I don't, I don't, I don't think so, I don't think so 'cause I'm 62 and somebody told me that I didn't need, I didn't need, that they told me something else that I needed to do because of my age. All right, so you want, you want me to drop it back down? Yeah, what was the, what were they taking \$25 out a week? At first, or was it 20... Yeah, I think it was 20- It's 15. It's up to 16.67. 15. \$15. Y'all don't have one where they can take 25 out a week? No, ma'am. The next one is \$42 and some change. Yes, ma'am. Mm, mm, mm. Yeah, well, yeah, just bring it, just bring it back down. When will that come be in effect? So it takes one to two weeks for the changes to happen. Mm-hmm. Okay. So it is possible for the deductions- Okay. ... to be 42.76 for two more weeks and then you should see the new, the old one back to 15.67. In about, in about a c- in about a couple, in about a cou- a couple of m- a couple of more weeks? Couple weeks, yes, ma'am. Okay, okay. Yeah, that'll work. Hmm. All right. Well, anything else I can help you with today, Miss Shelley? No, sir. Um, thank you and thank you very... Thank you guys very much for your help and you guys have a blessed day, sir. And thank you much. No problem, Miss Shelley, and you do as well. Thank you. O- okay. Bye-bye, sir.

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: Uh, yes, my name is Shelley Hirst. I work for Crown Services. Um, I recently, I think I upped my, upped my insur- upped my insurance. I wanna know how much did they take out this week?

Speaker speaker_1: Can you slide for your social?

Speaker speaker_2: 4086.

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

Speaker speaker_2: It's 1300 Denzel Drive, Apartment 4, Hopkinsville, Kentucky. The date of birth is 9/8/62.

Speaker speaker_1: Thank you. So I got your phone number at 338-5571.

Speaker speaker_2: 5571, yes.

Speaker speaker_1: And I got your email at shellyhirst62@gmail.com.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Yeah. So it looks like a deduction of the 42.76.

Speaker speaker_2: Okay. So, so did they send the cards out yet? 'Cause I haven't received any cards.

Speaker speaker_1: Yeah, you receive your cards one to two weeks from the activation date. It looks like it just became active as of the 6th, so it looks like you should receive your card soon.

Speaker speaker_2: Mm-hmm. Okay, any day, any day. So it's no way that I can reverse that? It's no way that I can do that?

Speaker speaker_1: What do you mean reverse it?

Speaker speaker_2: Bring it back down.

Speaker speaker_1: You want to bring it back down?

Speaker speaker_2: Yeah, to the, to the original.

Speaker speaker_1: So let's see what you had before. So you just want the MEC TeleRx? You don't want the enhancement anymore?

Speaker speaker_2: Nah, I don't, I don't know that... I don't, I don't, I don't, I don't think so, I don't think so 'cause I'm 62 and somebody told me that I didn't need, I didn't need, that they told me something else that I needed to do because of my age.

Speaker speaker_1: All right, so you want, you want me to drop it back down?

Speaker speaker_2: Yeah, what was the, what were they taking \$25 out a week? At first, or was it 20... Yeah, I think it was 20-

Speaker speaker_1: It's 15. It's up to 16.67.

Speaker speaker_2: 15. \$15. Y'all don't have one where they can take 25 out a week?

Speaker speaker_1: No, ma'am.

Speaker speaker_2: The next one is \$42 and some change.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Mm, mm, mm. Yeah, well, yeah, just bring it, just bring it back down. When will that come be in effect?

Speaker speaker_1: So it takes one to two weeks for the changes to happen.

Speaker speaker_2: Mm-hmm. Okay.

Speaker speaker_1: So it is possible for the deductions-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to be 42.76 for two more weeks and then you should see the new, the old one back to 15.67.

Speaker speaker_2: In about, in about a c- in about a couple, in about a cou- a couple of m- a couple of more weeks?

Speaker speaker_1: Couple weeks, yes, ma'am.

Speaker speaker_2: Okay, okay. Yeah, that'll work. Hmm.

Speaker speaker_1: All right. Well, anything else I can help you with today, Miss Shelley?

Speaker speaker_2: No, sir. Um, thank you and thank you very... Thank you guys very much for your help and you guys have a blessed day, sir. And thank you much.

Speaker speaker_1: No problem, Miss Shelley, and you do as well. Thank you.

Speaker speaker_2: O- okay. Bye-bye, sir.