

## **Transcript: Malcolm**

**Nash-4621014274195456-6530350575566848**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the... This is Malcolm, how can I help you? Yeah, I was calling because I had to, um... I guess I had to, um, with my card, I tried to use it at the doctor's office and they said it wasn't registered. What's the, what's the health company you work for? For, uh, Alltrack. What's the last four of your Social? 5885. First name? Deanna. For security purposes, can you verify your address and date of birth for me? 65 LBJ Drive, Buena Vista, Georgia, 31803. And your date of birth? 12/16/1969. Thank you. So it looks like your coverage is active. Yeah, that's what they were saying, so. I never, I never got an as to why. So it looks like your coverage hasn't been active since... Let's see here. October 30th, I mean December 30th. Well, so I don't have insurance with you guys no more? Are you still working with the company now? No, I just left the company. But the money was taken out so I should've been... Because I never did use the card. So if you're no longer with the company, that's why you no longer have coverage. Okay, thank you. No problem, Ms. Crawford. Was there anything else I could help you with today? No. Thanks for calling Benefits in the... I hope you have a great rest of your week. You too, thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in the... This is Malcolm, how can I help you?

Speaker speaker\_2: Yeah, I was calling because I had to, um... I guess I had to, um, with my card, I tried to use it at the doctor's office and they said it wasn't registered.

Speaker speaker\_1: What's the, what's the health company you work for?

Speaker speaker\_2: For, uh, Alltrack.

Speaker speaker\_1: What's the last four of your Social?

Speaker speaker\_2: 5885.

Speaker speaker\_1: First name?

Speaker speaker\_2: Deanna.

Speaker speaker\_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 65 LBJ Drive, Buena Vista, Georgia, 31803.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 12/16/1969.

Speaker speaker\_1: Thank you. So it looks like your coverage is active.

Speaker speaker\_2: Yeah, that's what they were saying, so. I never, I never got an as to why.

Speaker speaker\_1: So it looks like your coverage hasn't been active since... Let's see here. October 30th, I mean December 30th.

Speaker speaker\_2: Well, so I don't have insurance with you guys no more?

Speaker speaker\_1: Are you still working with the company now?

Speaker speaker\_2: No, I just left the company. But the money was taken out so I should've been... Because I never did use the card.

Speaker speaker\_1: So if you're no longer with the company, that's why you no longer have coverage.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: No problem, Ms. Crawford. Was there anything else I could help you with today?

Speaker speaker\_2: No.

Speaker speaker\_1: Thanks for calling Benefits in the... I hope you have a great rest of your week.

Speaker speaker\_2: You too, thank you.