

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, Malcolm. This is Tori with APL. I've got an insured member on the line. Her name is Jennifer Aho. Uh, the last four of her social is 2144. You spell her last name A-H-O. Her name is Gail. And she is on the other line because she's wanting to change her plan type. All right. You can transfer her over. Okay. Thank you. You have a good day, Malcolm. You too. Thank you. Um, bye. Hello? Hi, Ms. Gail. Hey, Ms. Gail. This is Malcolm. This is. Uh, fī ħ ½ s bī ħ ½ d? Hi, Malcolm. Um, I was trying to change my insurance online on Friday and I think I screwed it up. I think I ended up canceling my insurance instead of upgrading it to the best possible plan. Right. For v- for security purposes, can you verify your address and date of birth for me? 52865, 10729 Vigo Road in Baghdad, Kentucky 40003 and my phone number is 717-507-5048. My email is gailaho@comcast.net. Thank you. Did I get 'em all? Yes, ma'am. So I see you have the Virtual Primary Care, the Dental, the Short Term Disability, the Vision, the VIP Classic and the NBC TeleRx. You said you were trying to upgrade your plan? Yeah. I wanted the best m-medical plan there is. Is that the VIP Classic? Yes, ma'am. That's the highest plan- Okay. ... they have to offer as far as medical goes. Okay. Well, that's why I wanted to double-check, and I thought that's what I did. And after I looked at the screen and it said that I was refusing all the coverages, I'm like, "No. That's not what I want." And then it know how to fix it. Yes, sir. I understand. So yeah. It shows that you have, you have the highest medical plan they have to offer. Okay. So... And the Short Term Disability and the Vision the... and everything stays? What do you mean it stays? Uh, I d-... Nothing got canceled? No, ma'am. It doesn't look like you made any changes. Okay. 'Cause I didn't want to make any changes. I wanted the highest medical, the best medical there is, Short Term Disability, Dental and Vision. Okay. Well, was there anything else I can help you with today, Ms. Gail? No. So you're telling me it is still active and nothing changed? Yes, ma'am. Okay. Perfect. Thank you so much. No problem, Ms. Gail. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. Thank you. You too. Bye-bye. Thank you. Bye. I don't get fī ħ ½ s here.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, Malcolm. This is Tori with APL. I've got an insured member on the line. Her name is Jennifer Aho. Uh, the last four of her social is 2144. You spell her last name A-H-O. Her name is Gail. And she is on the other line because she's wanting to change her

plan type.

Speaker speaker_0: All right. You can transfer her over.

Speaker speaker_1: Okay. Thank you. You have a good day, Malcolm.

Speaker speaker_0: You too. Thank you.

Speaker speaker_1: Um, bye.

Speaker speaker_2: Hello?

Speaker speaker_0: Hi, Ms. Gail. Hey, Ms. Gail. This is Malcolm.

Speaker speaker_2: This is.

Speaker speaker_0: Uh, fī ħ½s bī ħ½d?

Speaker speaker_2: Hi, Malcolm. Um, I was trying to change my insurance online on Friday and I think I screwed it up. I think I ended up canceling my insurance instead of upgrading it to the best possible plan.

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

Speaker speaker_2: 52865, 10729 Vigo Road in Baghdad, Kentucky 40003 and my phone number is 717-507-5048. My email is gailaho@comcast.net.

Speaker speaker_0: Thank you.

Speaker speaker_2: Did I get 'em all?

Speaker speaker_0: Yes, ma'am. So I see you have the Virtual Primary Care, the Dental, the Short Term Disability, the Vision, the VIP Classic and the NBC TeleRx. You said you were trying to upgrade your plan?

Speaker speaker_2: Yeah. I wanted the best m- medical plan there is. Is that the VIP Classic?

Speaker speaker_0: Yes, ma'am. That's the highest plan-

Speaker speaker_2: Okay.

Speaker speaker_0: ... they have to offer as far as medical goes.

Speaker speaker_2: Okay. Well, that's why I wanted to double-check, and I thought that's what I did. And after I looked at the screen and it said that I was refusing all the coverages, I'm like, "No. That's not what I want." And then it know how to fix it.

Speaker speaker_0: Yes, sir. I understand. So yeah. It shows that you have, you have the highest medical plan they have to offer.

Speaker speaker_2: Okay. So... And the Short Term Disability and the Vision the... and everything stays?

Speaker speaker_0: What do you mean it stays?

Speaker speaker_2: Uh, I d-... Nothing got canceled?

Speaker speaker_0: No, ma'am. It doesn't look like you made any changes.

Speaker speaker_2: Okay. 'Cause I didn't want to make any changes. I wanted the highest medical, the best medical there is, Short Term Disability, Dental and Vision.

Speaker speaker_0: Okay. Well, was there anything else I can help you with today, Ms. Gail?

Speaker speaker_2: No. So you're telling me it is still active and nothing changed?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_2: Okay. Perfect. Thank you so much.

Speaker speaker_0: No problem, Ms. Gail. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: Thank you. You too. Bye-bye.

Speaker speaker_0: Thank you. Bye.

Speaker speaker_3: I don't get fï½s here.