

Transcript: Malcolm

Nash-4635724094685184-5778171101233152

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits in the card. This is Malcolm, how can I help you? Yes, Malcolm, uh, my name is Roxul Hunter. I work with Carlton Staffing, and I wanted to go to a urgent care somewhere today, and they told me I would have to call this number to get registered or something like that. Oh, man. Are you not enrolled into the health insurance? I think... They tell me I am. I've been with 'em for six months, and I've never got sick, but I went to work today, and my boss told me I had to leave because, for the last few days I'd just been throwing up, and I think I got a upper respiratory infection or something. So, I mean, I didn't have... Uh, they've been taking the money out my check, but I, I never, you know, I never used it before, so I don't know what to do. I done called the wrong number three times. Hoping I got the right number. What's the last four of your social? 6521. Sir? Yes. Hello? Hello, sir? 6521. Can you hear me? Hello, sir? Hello? Hello? Can you hear me? Hello? Hello? Hello? Hello? Hello? Hello? Hello? Hello? Sir, are you there? Yes, yes. Hello? Hello? Hello? Hello? Hi, I can hear you now. Okay. Um, what's the last four of your social? 6521. First name? Roxul. Last name? Hunter. All right. For security purposes, can you verify your address and date of birth for me? Uh, 9350 Country Creek Drive, apartment number 50. And what else did you say my date of birth is? 10-25-1976. Yeah. I don't know. It doesn't look like you're enrolled in any coverage. Sir, I can get you enrolled, because you guys are in open enrollment, but it takes one to two weeks for the enrollment process. Oh. Oh, oh, oh. Oh. So, I wouldn't be able to use the coverage? But haven't they been taking it out my check? No? No, sir. No, sir, it doesn't look like any deductions have been taken. Okay. Okay. Right, so were you wanting to get enrolled, or you just wanted to see if you had coverage? I just wanted to see if I had, 'cause I need to go to the doctor today. I can't wait a week. Can't wait a week. It don't make sense for me to get the coverage if I'm going today anyway. Hmm. Was there anything else I could help you with today, Mr. Hunter? No. No, thank you. All right, thanks for calling Benefits in the Card. I hope you have a great rest of your week, man. All right.

Conversation Format

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

Speaker speaker_1: ... benefits in the card. This is Malcolm, how can I help you?

Speaker speaker_2: Yes, Malcolm, uh, my name is Roxul Hunter. I work with Carlton Staffing, and I wanted to go to a urgent care somewhere today, and they told me I would have to call this number to get registered or something like that. Oh, man.

Speaker speaker_1: Are you not enrolled into the health insurance?

Speaker speaker_2: I think... They tell me I am. I've been with 'em for six months, and I've never got sick, but I went to work today, and my boss told me I had to leave because, for the last few days I'd just been throwing up, and I think I got a upper respiratory infection or something. So, I mean, I didn't have... Uh, they've been taking the money out my check, but I, I never, you know, I never used it before, so I don't know what to do. I done called the wrong number three times. Hoping I got the right number.

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

Speaker speaker_2: 6521.

Speaker speaker_1: Sir?

Speaker speaker_2: Yes. Hello?

Speaker speaker_1: Hello, sir?

Speaker speaker_2: 6521. Can you hear me?

Speaker speaker_1: Hello, sir?

Speaker speaker_2: Hello? Hello? Can you hear me? Hello? Hello? Hello? Hello? Hello?

Speaker speaker_1: Hello?

Speaker speaker_2: Hello? Hello?

Speaker speaker_1: Sir, are you there?

Speaker speaker_2: Yes, yes.

Speaker speaker_1: Hello?

Speaker speaker_2: Hello? Hello? Hello?

Speaker speaker_1: Hi, I can hear you now.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, what's the last four of your social?

Speaker speaker_2: 6521.

Speaker speaker_1: First name?

Speaker speaker_2: Roxul.

Speaker speaker_1: Last name?

Speaker speaker_2: Hunter.

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

Speaker speaker_2: Uh, 9350 Country Creek Drive, apartment number 50. And what else did you say my date of birth is? 10-25-1976. Yeah. I don't know.

Speaker speaker_1: It doesn't look like you're enrolled in any coverage. Sir, I can get you enrolled, because you guys are in open enrollment, but it takes one to two weeks for the enrollment process.

Speaker speaker_2: Oh. Oh, oh, oh. Oh. So, I wouldn't be able to use the coverage? But haven't they been taking it out my check? No?

Speaker speaker_1: No, sir. No, sir, it doesn't look like any deductions have been taken.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Right, so were you wanting to get enrolled, or you just wanted to see if you had coverage?

Speaker speaker_2: I just wanted to see if I had, 'cause I need to go to the doctor today. I can't wait a week. Can't wait a week. It don't make sense for me to get the coverage if I'm going today anyway. Hmm.

Speaker speaker_1: Was there anything else I could help you with today, Mr. Hunter?

Speaker speaker_2: No. No, thank you.

Speaker speaker_1: All right, thanks for calling Benefits in the Card. I hope you have a great rest of your week, man.

Speaker speaker_2: All right.