

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... so calling Benefits in a Car. This is Malcolm. How can I help you? Uh, yes, sir. I was looking to get some kind of proof insurance since I haven't got a, uh, med- a, a medical card yet. I work through Man-Can, and I work at, uh, Valley Converting. But I had r- an injury at work, and I needed to seek a follow-up appointment with a primary physician. I just needed some kind of a proof insurance. All right. What's the last four of your social? Uh, 7415. First name? Nicholas. Last name? Brousseau. All right. For security purposes, can you verify your address and date of birth for me? February 1st, 2003, and my address is 12936 State Route 152, Toronto, Ohio. That's not the address that we have on file. It's not? No, sir. Um, maybe 1317 Dennis Way, Toronto, Ohio? Yes, sir. And when was your date of birth? Is it, uh, February 1st, 2003? Yeah. We had you at 1317 Dennis Way. Okay. I... That's strange. I thought I'd have it at the 12936 address. I'm sorry. Let me find. And the new phone number is 740-219-0307. Uh, that was my old phone number, but, uh, it... 'cause I, uh, I mean if I need to update it, I can. But that, that was my old phone number. What's your new phone number? My new phone is 740-461-3562. Thank you. And the email is imthereforable... imtherebill77x@gmail.com? Yep. Thank you. So do you want me to update your address as well? Uh, if you want to, that's fine. All right. What's your new address? 12936 State Route 152, Toronto, Ohio. Zip code? 43964. Thank you. Did you say 12936 State Route 152? Yes, sir. Thank you. Okay. So it is not shown that you got enrolled in any coverage, Mr. Nicholas. Uh, it's not shown that I'm enrolled in coverage? No, sir. Um, that's not good. I mean, I, I know I just started this job a couple of days ago, but I thought I was covered under medical insurance. Yeah. It's not showing in our system that you've got enrolled in any covers. Looks like the last time you had covers was in 2022. Yeah. That was when I was at Bulldog Rec. Um, shoot. Uh, I don't have any kind of medical insurance then? No, sir. Ah, shit. Uh, well, thank you anyways. Um, I'll have to get in contact with somebody. No problem, Mr. Nicholas. Was there anything else I can help you with today? Uh, no. That'll be all. Thank you. Wait, sir. Are you saying you're a new hire? Yes. Are you a re-... I mean, a rehire huh? You're... So you're a rehire? Uh, no, I'm, uh, at the same company. Uh, I mean, I'm through Man-Can, but I'm at a different place. I was at Bulldog Rec, but now I'm at a place called Valley Converting. So did you just get transferred over, or you had left the job and then you started a new job? Uh, yeah. I left the old job, started a new job, and then I started working here. Excellent. So what I can do for you, I can send your info to see if you can... to see if you are eligible to get enrolled since you're, you're technically a rehire. I'm... I couldn't tell you- Okay. ... how that process go, 'cause it goes... somebody else does that process. But their- Okay. ... review takes 24 to 48 hours. And once I hear back, I'll give you a call and let you know if you're eligible to get enrolled. Uh, sure. That's fine. Okay. So I just sent that email. It'll take 24 to 48 hours. But once I hear back, I'll give you a call and

let you know if you're eligible to get enrolled or not. Thank you. I appreciate that. No problem, Mr. Nicholas. Was there anything else I could help you with today? Uh, nope. That'll be all. Thank you. No problem. Thanks for calling Benefits in a Car. Do hope you have a great rest of your day. You s- You as well. Thank you. Bye-bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: ... so calling Benefits in a Car. This is Malcolm. How can I help you?

Speaker speaker_2: Uh, yes, sir. I was looking to get some kind of proof insurance since I haven't got a, uh, med- a, a medical card yet. I work through Man-Can, and I work at, uh, Valley Converting. But I had r- an injury at work, and I needed to seek a follow-up appointment with a primary physician. I just needed some kind of a proof insurance.

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

Speaker speaker_2: Uh, 7415.

Speaker speaker_1: First name?

Speaker speaker_2: Nicholas.

Speaker speaker_1: Last name?

Speaker speaker_2: Brousseau.

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

Speaker speaker_2: February 1st, 2003, and my address is 12936 State Route 152, Toronto, Ohio.

Speaker speaker_1: That's not the address that we have on file.

Speaker speaker_2: It's not?

Speaker speaker_1: No, sir.

Speaker speaker_2: Um, maybe 1317 Dennis Way, Toronto, Ohio?

Speaker speaker_1: Yes, sir. And when was your date of birth?

Speaker speaker_2: Is it, uh, February 1st, 2003?

Speaker speaker_1: Yeah. We had you at 1317 Dennis Way.

Speaker speaker_2: Okay. I... That's strange. I thought I'd have it at the 12936 address. I'm sorry.

Speaker speaker_1: Let me find. And the new phone number is 740-219-0307.

Speaker speaker_2: Uh, that was my old phone number, but, uh, it... 'cause I, uh, I mean if I need to update it, I can. But that, that was my old phone number.

Speaker speaker_1: What's your new phone number?

Speaker speaker_2: My new phone is 740-461-3562.

Speaker speaker_1: Thank you. And the email is imthereforable...
imtherebill77x@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Thank you. So do you want me to update your address as well?

Speaker speaker_2: Uh, if you want to, that's fine.

Speaker speaker_1: All right. What's your new address?

Speaker speaker_2: 12936 State Route 152, Toronto, Ohio.

Speaker speaker_1: Zip code?

Speaker speaker_2: 43964.

Speaker speaker_1: Thank you. Did you say 12936 State Route 152?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you. Okay. So it is not shown that you got enrolled in any coverage, Mr. Nicholas.

Speaker speaker_2: Uh, it's not shown that I'm enrolled in coverage?

Speaker speaker_1: No, sir.

Speaker speaker_2: Um, that's not good. I mean, I, I know I just started this job a couple of days ago, but I thought I was covered under medical insurance.

Speaker speaker_1: Yeah. It's not showing in our system that you've got enrolled in any covers. Looks like the last time you had covers was in 2022.

Speaker speaker_2: Yeah. That was when I was at Bulldog Rec. Um, shoot. Uh, I don't have any kind of medical insurance then?

Speaker speaker_1: No, sir.

Speaker speaker_2: Ah, shit. Uh, well, thank you anyways. Um, I'll have to get in contact with somebody.

Speaker speaker_1: No problem, Mr. Nicholas. Was there anything else I can help you with today?

Speaker speaker_2: Uh, no. That'll be all. Thank you.

Speaker speaker_1: Wait, sir. Are you saying you're a new hire?

Speaker speaker_2: Yes.

Speaker speaker_1: Are you a re-... I mean, a rehire huh? You're... So you're a rehire?

Speaker speaker_2: Uh, no, I'm, uh, at the same company. Uh, I mean, I'm through Man-Can, but I'm at a different place. I was at Bulldog Rec, but now I'm at a place called Valley Converting.

Speaker speaker_1: So did you just get transferred over, or you had left the job and then you started a new job?

Speaker speaker_2: Uh, yeah. I left the old job, started a new job, and then I started working here.

Speaker speaker_1: Excellent. So what I can do for you, I can send your info to see if you can... to see if you are eligible to get enrolled since you're, you're technically a rehire. I'm... I couldn't tell you-

Speaker speaker_2: Okay.

Speaker speaker_1: ... how that process go, 'cause it goes... somebody else does that process. But their-

Speaker speaker_2: Okay.

Speaker speaker_1: ... review takes 24 to 48 hours. And once I hear back, I'll give you a call and let you know if you're eligible to get enrolled.

Speaker speaker_2: Uh, sure. That's fine.

Speaker speaker_1: Okay. So I just sent that email. It'll take 24 to 48 hours. But once I hear back, I'll give you a call and let you know if you're eligible to get enrolled or not.

Speaker speaker_2: Thank you. I appreciate that.

Speaker speaker_1: No problem, Mr. Nicholas. Was there anything else I could help you with today?

Speaker speaker_2: Uh, nope. That'll be all. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in a Car. Do hope you have a great rest of your day.

Speaker speaker_2: You s- You as well. Thank you. Bye-bye.

Speaker speaker_1: Thank you. Bye.