

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card-- Benefits in a Card. This is Malcolm. How can I help you? How are you doing, Malcolm? Uh, I received one of these guys' cards in the mail. Uh, my name is Rouvan Henderson Junior. What staffing company are you reporting? My employer. Uh, let's say Crown Stat- Crown Service. So you got a text message? Repeat that again. You say you received a text message from them or you received a card? No, a card. A card. Okay. So most likely what happened is you got enrolled in- into the MEC plan they offer because, uh, Crown does auto-enroll their employees. Were you wanting to cancel the card or you wanted to get information about it? Information about it. What's the last four of your Social? 0755. First name? Rouvan, R-O-U-V-A-N, Henderson Jr. For security purposes, can you verify your address and date of birth for me? 20559

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card-- Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_2: How are you doing, Malcolm? Uh, I received one of these guys' cards in the mail. Uh, my name is Rouvan Henderson Junior.

Speaker speaker_1: What staffing company are you reporting?

Speaker speaker_2: My employer. Uh, let's say Crown Stat- Crown Service.

Speaker speaker_1: So you got a text message?

Speaker speaker_2: Repeat that again.

Speaker speaker_1: You say you received a text message from them or you received a card?

Speaker speaker_2: No, a card. A card.

Speaker speaker_1: Okay. So most likely what happened is you got enrolled in- into the MEC plan they offer because, uh, Crown does auto-enroll their employees. Were you wanting to cancel the card or you wanted to get information about it?

Speaker speaker_2: Information about it.

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

Speaker speaker_2: 0755.

Speaker speaker_1: First name?

Speaker speaker_2: Rouvan, R-O-U-V-A-N, Henderson Jr.

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

Speaker speaker_2: 20559