

Transcript: Malcolm

Nash-4733628047736832-6124613336088576

Full Transcript

This call may be monitored or recorded for quality assurance purposes. Hey, this is Combenefts in a car. This is Malcolm. How can I help you? Hi. I would like to add vision to my plan since my customer can't deal with it. What's the company you work for? Uh, WorkSmart. What's the last four of your social? 0423. First name? Diamond Abercombie. My first name is spelled D-Y-A-M-O-N-D. Okay. For security purposes, can you verify your address and date of birth for me? Okay. It's 230 Pelham Road, um, apartment 35, Greenville, South Carolina, 29615. My birthday is April the 29th, 1995. Yeah. So we got your phone number. 864-403-4743? Yes. And we got email as dabercombie@gmail.com? Yes. Okay. You said you wanted to add vision? Yes, 'cause apparently it's been taken out my check, but apparently I'm just not getting it covered. All right. Well, is there anything else that you wanted to add? No. And with the vision plan that I'm adding, what does that all include? Like, do I have adults to call? How does that all work? So that would be a question you would have to ask the carrier directly because I wouldn't be able to answer that question because we're not the carrier. Okay. So you just adding this to my policy? Yes, ma'am. Okay. Now, how long would it take for that to go in effect? It takes two weeks for the changes to happen. After two weeks, you should see the new total of the \$18.55. Okay. Thank you. Would you like to make any changes, Ms. Diamond? No, thank you. This is Combenefts in a car. I hope you have a great rest of your week. You too. Thank you. Take care.

Conversation Format

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

Speaker speaker_1: Hey, this is Combenefts in a car. This is Malcolm. How can I help you?

Speaker speaker_2: Hi. I would like to add vision to my plan since my customer can't deal with it.

Speaker speaker_1: What's the company you work for?

Speaker speaker_2: Uh, WorkSmart.

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

Speaker speaker_2: 0423.

Speaker speaker_1: First name?

Speaker speaker_2: Diamond Abercombie. My first name is spelled D-Y-A-M-O-N-D.

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

Speaker speaker_2: Okay. It's 230 Pelham Road, um, apartment 35, Greenville, South Carolina, 29615. My birthday is April the 29th, 1995.

Speaker speaker_1: Yeah. So we got your phone number. 864-403-4743?

Speaker speaker_2: Yes.

Speaker speaker_1: And we got email as dabercombie@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. You said you wanted to add vision?

Speaker speaker_2: Yes, 'cause apparently it's been taken out my check, but apparently I'm just not getting it covered.

Speaker speaker_1: All right. Well, is there anything else that you wanted to add?

Speaker speaker_2: No. And with the vision plan that I'm adding, what does that all include? Like, do I have adults to call? How does that all work?

Speaker speaker_1: So that would be a question you would have to ask the carrier directly because I wouldn't be able to answer that question because we're not the carrier.

Speaker speaker_2: Okay. So you just adding this to my policy?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Now, how long would it take for that to go in effect?

Speaker speaker_1: It takes two weeks for the changes to happen. After two weeks, you should see the new total of the \$18.55.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Would you like to make any changes, Ms. Diamond?

Speaker speaker_2: No, thank you.

Speaker speaker_1: This is Combenefts in a car. I hope you have a great rest of your week.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Take care.