

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? How are you doing today? I'm doing good, man. How about you? I have a question for you. Um, I was given, um... I was asked to call to do a, uh, what is it called? Qualifying life event. Um, just trying to, trying to... so I'm not kind of... I'm not ready right now to make the final selection because I have to review all the options, but, uh, I just needed to let you guys know that there was a QLE. Okay. What staffing company do you work for? I have to send you an email. Uh, the company, uh, M-A-U. What's the last four of your Social? Say that again? The last four of your Social. Uh, the whole Social or the last four? Just the last four. 9521. Your first name? Henry. Last name? Garcia. All right. For security purposes, can you verify your address and date of birth for me? Uh, 317 Turkey Run, 12680. And your city, state and zip code, and your date of birth? Uh, date of birth 12/6/80, Greenville, South Carolina, 29611. Thank you. So we got your phone number, 585-270-1913? Yes. And your email is henrygarc-wk@yahoo.com? Yes. Thank you. All right. You said this is just a user's calling to let us know you have a QLE? Yes. Okay. Okay. So you see, I just sent you that email, Mr. Henry. Okay. So once you... with that email, you just give us, send us the information that's requested in the email, and once... the sooner we get it, the sooner they'll be able to start processing it. All right. Appreciate it. Thank you. No problem, Mr. Henry. Was there anything else I could help you with today? Um, no. Um, so actually, one more question. Uh, sorry. So, if I have specific questions about, like, um, uh, medication, what's covered and things like that, who, who do I call? Because I, I'm looking for specific stuff and, and that's what's going to tell me if, if, if I can get your, your plan or not. So, are you referring to prescriptions? Yes, sir. Yep. So I, yep. Yes, sir. Okay. So you want to reach out to... I can give you her phone number. Excuse me, APL. She'll be able to give you detailed information about the coverage plans, 'cause we're not the carrier. Okay. What's the number? Her name is Sandra, and her number is 601- Yep. ... 936- 936, yep. ... 3287. 3287. Okay. All right. Yeah, appreciate it. Thank you so much. No problem, Mr. Henry. Was there anything else I could help you with today? No. Thank you. You have a good day. You too, man. Thank you. All right. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_2: How are you doing today?

Speaker speaker_1: I'm doing good, man. How about you?

Speaker speaker_2: I have a question for you. Um, I was given, um... I was asked to call to do a, uh, what is it called? Qualifying life event. Um, just trying to, trying to... so I'm not kind of... I'm not ready right now to make the final selection because I have to review all the options, but, uh, I just needed to let you guys know that there was a QLE.

Speaker speaker_1: Okay. What staffing company do you work for? I have to send you an email.

Speaker speaker_2: Uh, the company, uh, M-A-U.

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

Speaker speaker_2: Say that again?

Speaker speaker_1: The last four of your Social.

Speaker speaker_2: Uh, the whole Social or the last four?

Speaker speaker_1: Just the last four.

Speaker speaker_2: 9521.

Speaker speaker_1: Your first name?

Speaker speaker_2: Henry.

Speaker speaker_1: Last name?

Speaker speaker_2: Garcia.

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

Speaker speaker_2: Uh, 317 Turkey Run, 12680.

Speaker speaker_1: And your city, state and zip code, and your date of birth?

Speaker speaker_2: Uh, date of birth 12/6/80, Greenville, South Carolina, 29611.

Speaker speaker_1: Thank you. So we got your phone number, 585-270-1913?

Speaker speaker_2: Yes.

Speaker speaker_1: And your email is henrygarc-wk@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. All right. You said this is just a user's calling to let us know you have a QLE?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Okay. So you see, I just sent you that email, Mr. Henry.

Speaker speaker_2: Okay.

Speaker speaker_1: So once you... with that email, you just give us, send us the information that's requested in the email, and once... the sooner we get it, the sooner they'll be able to start processing it.

Speaker speaker_2: All right. Appreciate it. Thank you.

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

Speaker speaker_2: Um, no. Um, so actually, one more question. Uh, sorry. So, if I have specific questions about, like, um, uh, medication, what's covered and things like that, who, who do I call? Because I, I'm looking for specific stuff and, and that's what's going to tell me if, if, if I can get your, your plan or not.

Speaker speaker_1: So, are you referring to prescriptions?

Speaker speaker_2: Yes, sir. Yep. So I, yep. Yes, sir.

Speaker speaker_1: Okay. So you want to reach out to... I can give you her phone number. Excuse me, APL. She'll be able to give you detailed information about the coverage plans, 'cause we're not the carrier.

Speaker speaker_2: Okay. What's the number?

Speaker speaker_1: Her name is Sandra, and her number is 601-

Speaker speaker_2: Yep.

Speaker speaker_1: ... 936-

Speaker speaker_2: 936, yep.

Speaker speaker_1: ... 3287.

Speaker speaker_2: 3287. Okay. All right. Yeah, appreciate it. Thank you so much.

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

Speaker speaker_2: No. Thank you. You have a good day.

Speaker speaker_1: You too, man. Thank you.

Speaker speaker_2: All right. Bye.

Speaker speaker_1: Bye.