

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 Car. This is Malcolm. How can I help you? Yes, I was calling to enroll in, uh, the, uh, resource benefit. What's the last four of your Social? 1739. Sure. First name? Betty, B-E-T-T-Y. Last name? Leak, L-E-A-K. Let me... I'm just gonna have you address and date of birth for me. Three... Uh. Well, 3646 South Dale Avenue, Winston-Salem, North Carolina, 27107. My date of birth is 10/10/'71. Thank you. So it looks like you already got enrolled, ma'am. It looks like you're just waiting for that first deduction to happen. They kept telling me that, uh, I had to set up my direct deposit. So it's already enrolled? So direct deposit has to do with your money. We don't have anything to do with your money. Just put Wife. ... health insurance. That's what I thought, but it wouldn't let, it wouldn't say everything that, everything went through unless it, uh... They kept telling me I had to set up my, uh, direct deposit. I said, "That ain't how you do it." I know... I mean, it ain't like this my first time having insurance with, with a job, so... But anyway, I just wanted to make sure everything went through without me having to set up my direct deposit. Yeah, you're fine, Ms. Leak. Okay, so it kick in when? So I couldn't tell you the actual date. We're just waiting for that first deduction to happen. Okay. Okay. All right. Thank you. No problem, Ms. Leak. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You do as well. Thank you. 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 Car. This is Malcolm. How can I help you?

Speaker speaker_2: Yes, I was calling to enroll in, uh, the, uh, resource benefit.

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

Speaker speaker_2: 1739.

Speaker speaker_3: Sure.

Speaker speaker_1: First name?

Speaker speaker_2: Betty, B-E-T-T-Y.

Speaker speaker_1: Last name?

Speaker speaker_2: Leak, L-E-A-K.

Speaker speaker_1: Let me... I'm just gonna have you address and date of birth for me.

Speaker speaker_2: Three... Uh. Well, 3646 South Dale Avenue, Winston-Salem, North Carolina, 27107. My date of birth is 10/10/71.

Speaker speaker_1: Thank you. So it looks like you already got enrolled, ma'am. It looks like you're just waiting for that first deduction to happen.

Speaker speaker_2: They kept telling me that, uh, I had to set up my direct deposit. So it's already enrolled?

Speaker speaker_1: So direct deposit has to do with your money. We don't have anything to do with your money. Just put

Speaker speaker_4: Wife.

Speaker speaker_1: ... health insurance.

Speaker speaker_2: That's what I thought, but it wouldn't let, it wouldn't say everything that, everything went through unless it, uh... They kept telling me I had to set up my, uh, direct deposit. I said, "That ain't how you do it." I know... I mean, it ain't like this my first time having insurance with, with a job, so... But anyway, I just wanted to make sure everything went through without me having to set up my direct deposit.

Speaker speaker_1: Yeah, you're fine, Ms. Leak.

Speaker speaker_2: Okay, so it kick in when?

Speaker speaker_1: So I couldn't tell you the actual date. We're just waiting for that first deduction to happen.

Speaker speaker_2: Okay. Okay. All right. Thank you.

Speaker speaker_1: No problem, Ms. Leak. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: You do as well.

Speaker speaker_1: Thank you.

Speaker speaker_2: Bye-bye.