

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? Yeah, my name's Abdikani Mohammed. So I enrolled in new medical, uh, new medic- new medical insurance. So they deducted me last week so I wanted to know how to activate. Uh, it's hard for me to understand you sir. You want to say that again please? Uh, I enrolled in new medical plan, so they deducted me for my last weekend. So I wanted to know my current fee. So you enrolled into the health insurance? Is that what you're saying? Y- Yep, yeah. Uh, I enrolled in new medical plan, yep, and I wanted to know my card, my acti- So you're saying you don't n- you need your ID cards? Is that what you're saying? Yep, yep. Yeah, I needed to know my ID card. Staffing company do you work for? It come, I come from Doherty, Doherty. No, what staffing company do you work for? Doherty, like, uh, I work at Seagate. Say that again, sir? Doherty. What's your, what's your first name? Abdikani Mohammed. How you spell, how you spell your first name? Abdikani, A-B-D-I-K-A-N-I, Mohammed. And how do you spell your last name? Mohammed, M-O-H-U-M-E-D. You said woman? Hmm? Mohammed, Mohammed. How do you spell that again? M-O-H-U-M-E-D. M-O... H... U-M-E-D. Can you verify your address and date of birth for me? 8850 Woodridge Road, Apartment 102, Bloomington, um, Minnesota 55437. My birthdate like, uh, 05/05/2001. Thank you. Let's see if I can get your phone number. 619-703-8139? Yeah. So your email is first name, mohammed83 at gmail.com? Yep. Thank you. All right. I'm sorry. Let me get that sent to your email. You mind if I put you on a brief hold while I get that for you? Yeah. Are you sending this? I'm going to send that to your email. Do you mind- Send to my email. ... if I put you on a brief hold while I get it for you? Yep, send it as email so I want to know the benefits everything. All right. I'm going to put you on a brief hold while I get those cards for you. Hmm? I said I'm going to put you on hold, while I get those cards for you. Why? I'm going to put you on hold while I get the ID cards for you. Okay. Okay, see you. Okay. Are, are you there, Mr. Mohammed? Yeah. I just sent those over to your email. Okay. So, uh, everything like, um, I have seen. So can you send me the bills? I sent them to your email, sir. You have your admission card and your medical card. Okay, okay. Thank you. No problem. Is there anything else I can help you with today, Mr. Mohammed? No, thank you so much. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of the day. Okay.

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: Yeah, my name's Abdikani Mohammed. So I enrolled in new medical, uh, new medic- new medical insurance. So they deducted me last week so I wanted to know how to activate.

Speaker speaker_1: Uh, it's hard for me to understand you sir. You want to say that again please?

Speaker speaker_2: Uh, I enrolled in new medical plan, so they deducted me for my last weekend. So I wanted to know my current fee.

Speaker speaker_1: So you enrolled into the health insurance? Is that what you're saying?

Speaker speaker_2: Y- Yep, yeah. Uh, I enrolled in new medical plan, yep, and I wanted to know my card, my acti-

Speaker speaker_1: So you're saying you don't n- you need your ID cards? Is that what you're saying?

Speaker speaker_2: Yep, yep. Yeah, I needed to know my ID card.

Speaker speaker_1: Staffing company do you work for?

Speaker speaker_2: It come, I come from Doherty, Doherty.

Speaker speaker_1: No, what staffing company do you work for?

Speaker speaker_2: Doherty, like, uh, I work at Seagate.

Speaker speaker_1: Say that again, sir?

Speaker speaker_2: Doherty.

Speaker speaker_1: What's your, what's your first name?

Speaker speaker_2: Abdikani Mohammed.

Speaker speaker_1: How you spell, how you spell your first name?

Speaker speaker_2: Abdikani, A-B-D-I-K-A-N-I, Mohammed.

Speaker speaker_1: And how do you spell your last name?

Speaker speaker_2: Mohammed, M-O-H-U-M-E-D.

Speaker speaker_1: You said woman?

Speaker speaker_2: Hmm? Mohammed, Mohammed.

Speaker speaker_1: How do you spell that again?

Speaker speaker_2: M-O-H-U-M-E-D.

Speaker speaker_1: M-O...

Speaker speaker_2: H... U-M-E-D.

Speaker speaker_1: Can you verify your address and date of birth for me?

Speaker speaker_2: 8850 Woodridge Road, Apartment 102, Bloomington, um, Minnesota 55437. My birthdate like, uh, 05/05/2001.

Speaker speaker_1: Thank you. Let's see if I can get your phone number. 619-703-8139?

Speaker speaker_2: Yeah.

Speaker speaker_1: So your email is first name, mohammed83 at gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Thank you. All right. I'm sorry. Let me get that sent to your email. You mind if I put you on a brief hold while I get that for you?

Speaker speaker_2: Yeah. Are you sending this?

Speaker speaker_1: I'm going to send that to your email. Do you mind-

Speaker speaker_2: Send to my email.

Speaker speaker_1: ... if I put you on a brief hold while I get it for you?

Speaker speaker_2: Yep, send it as email so I want to know the benefits everything.

Speaker speaker_1: All right. I'm going to put you on a brief hold while I get those cards for you.

Speaker speaker_2: Hmm?

Speaker speaker_1: I said I'm going to put you on hold, while I get those cards for you.

Speaker speaker_2: Why?

Speaker speaker_1: I'm going to put you on hold while I get the ID cards for you.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, see you.

Speaker speaker_2: Okay.

Speaker speaker_1: Are, are you there, Mr. Mohammed?

Speaker speaker_2: Yeah.

Speaker speaker_1: I just sent those over to your email.

Speaker speaker_2: Okay. So, uh, everything like, um, I have seen. So can you send me the bills?

Speaker speaker_1: I sent them to your email, sir. You have your admission card and your medical card.

Speaker speaker_2: Okay, okay. Thank you.

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

Speaker speaker_2: No, thank you so much.

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

Speaker speaker_2: Okay.