

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Malcolm, my name is Theresa Jones and I started working for Crown a couple weeks ago. I opted out of the insurance and they're sending me an email or text saying I opted in. I have, um- Last name, social. 500-601-1387. I just need the last four. I'm sorry, 1387. Thank you. First name? Theresa. Last name? Jones. All right, for security purposes, can you verify your address and date of birth for me? 1150 Highway DB, South Walling, Missouri, 63333. And your date of birth? 04/05/'67. Thank you. So I got that declined for you, Ms. Jones. Was there anything else I can help you with today? No, thank you. Can I get an email or something sent to me? Because I'm with, uh, I am with, uh, oh, gov, the government. What is it? I don't know. Forget it. ACH or whatever it's called. Hold on. Let me think. It's the Affordable Care Act, ACA. And I'm only going to be working for you guys, like, 10 weeks so I didn't want that to get messed up. I understand. Um, mind if I put you on a brief hold? No, go ahead. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Malcolm, my name is Theresa Jones and I started working for Crown a couple weeks ago. I opted out of the insurance and they're sending me an email or text saying I opted in. I have, um-

Speaker speaker_0: Last name, social.

Speaker speaker_1: 500-601-1387.

Speaker speaker_0: I just need the last four.

Speaker speaker_1: I'm sorry, 1387.

Speaker speaker_0: Thank you. First name?

Speaker speaker_1: Theresa.

Speaker speaker_0: Last name?

Speaker speaker_1: Jones.

Speaker speaker_0: All right, for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 1150 Highway DB, South Walling, Missouri, 63333.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 04/05/'67.

Speaker speaker_0: Thank you. So I got that declined for you, Ms. Jones. Was there anything else I can help you with today?

Speaker speaker_1: No, thank you. Can I get an email or something sent to me? Because I'm with, uh, I am with, uh, oh, gov, the government. What is it? I don't know. Forget it. ACH or whatever it's called. Hold on. Let me think. It's the Affordable Care Act, ACA. And I'm only going to be working for you guys, like, 10 weeks so I didn't want that to get messed up.

Speaker speaker_0: I understand. Um, mind if I put you on a brief hold?

Speaker speaker_1: No, go ahead.

Speaker speaker_0: Thank you.