

Transcript: Malcolm

Nash-4938251355078656-5321359619309568

Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yeah. Hi, my online account isn't working, um, and it said to call you guys. I have no idea why. Which staffing company do you work for? I want English. Um, Terra Staffing. Well, now it's Versella. I'm going only English today. No, you're not being good. Last four of your Social? 2471. First name? Renee. You are a dumb. Last name? McMillan. For security purposes, can you verify your address and date of birth for me? Um. Welcome. It should be different now, but it was 995 East 11th North in Mountain Home, Idaho. It's not anymore. We just moved. And your date of birth? Uh, 05-11-96. Thank you. Actually, what's your new address so I can get an update for you? Y- yeah, give me one second here. Huh, it's in an apartment complex, so I always forget what the address is. You're fine. Uh, uh. 7701 West 4th Avenue. You said West Forest Avenue? Yeah, in Kennewick. So is that F-O-R-R-E-S-P? Uh, West 4th, like the number four. Forest? Oh, okay. Yeah. I thought you said forest. No. All right. And what apartment number? Um, B as in boy, 105. And what was the city? Kennewick. How do you spell that? K-E-N... N... I think it's... Hold on. Now I'm questioning myself. K-E-N-N-E-W-I-C-K. And state and zip code? Washington 99336. You said 99336? Yeah. Date of birth? Uh, 05-11-96. Thank you. So we got your phone number as 208-573-2544? Yes. And your email is reneemcmillan@gmail.com? Yes. Thank you. All right, so it looks like you don't have active coverage this week. That's why they're denying you access to your benefits. Oh, no. Okay. Well, I'm going to have to call them. Oh, that's interesting. Yeah, so the way that it works for you, typically, the deduction is taken out a week prior to pay for the following week. So were you out of work last week? No. Nope, I've still been employed by the same people, so I'm going to give them a call. Okay. Well, was there anything- Yeah. ... else I can help you with today, Ms. Renee? Nope, that's it. Thank you. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Yeah.

Speaker speaker_2: Hi, my online account isn't working, um, and it said to call you guys. I have no idea why.

Speaker speaker_0: Which staffing company do you work for?

Speaker speaker_1: I want English.

Speaker speaker_2: Um, Terra Staffing. Well, now it's Versella.

Speaker speaker_1: I'm going only English today.

Speaker speaker_2: No, you're not being good.

Speaker speaker_0: Last four of your Social?

Speaker speaker_2: 2471.

Speaker speaker_0: First name?

Speaker speaker_2: Renee.

Speaker speaker_1: You are a dumb.

Speaker speaker_0: Last name?

Speaker speaker_2: McMillan.

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

Speaker speaker_2: Um.

Speaker speaker_1: Welcome.

Speaker speaker_2: It should be different now, but it was 995 East 11th North in Mountain Home, Idaho. It's not anymore. We just moved.

Speaker speaker_0: And your date of birth?

Speaker speaker_2: Uh, 05-11-96.

Speaker speaker_0: Thank you. Actually, what's your new address so I can get an update for you?

Speaker speaker_2: Y- yeah, give me one second here. Huh, it's in an apartment complex, so I always forget what the address is.

Speaker speaker_0: You're fine.

Speaker speaker_2: Uh, uh. 7701 West 4th Avenue.

Speaker speaker_0: You said West Forest Avenue?

Speaker speaker_2: Yeah, in Kennewick.

Speaker speaker_0: So is that F-O-R-R-E-S-P?

Speaker speaker_2: Uh, West 4th, like the number four.

Speaker speaker_0: Forest? Oh, okay.

Speaker speaker_2: Yeah.

Speaker speaker_0: I thought you said forest.

Speaker speaker_2: No.

Speaker speaker_0: All right. And what apartment number?

Speaker speaker_2: Um, B as in boy, 105.

Speaker speaker_0: And what was the city?

Speaker speaker_2: Kennewick.

Speaker speaker_0: How do you spell that?

Speaker speaker_2: K-E-N... N... I think it's... Hold on. Now I'm questioning myself.
K-E-N-N-E-W-I-C-K.

Speaker speaker_0: And state and zip code?

Speaker speaker_2: Washington 99336.

Speaker speaker_0: You said 99336?

Speaker speaker_2: Yeah.

Speaker speaker_0: Date of birth?

Speaker speaker_2: Uh, 05-11-96.

Speaker speaker_0: Thank you. So we got your phone number as 208-573-2544?

Speaker speaker_2: Yes.

Speaker speaker_0: And your email is reneemcmillan@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_0: Thank you. All right, so it looks like you don't have active coverage this week. That's why they're denying you access to your benefits.

Speaker speaker_2: Oh, no. Okay. Well, I'm going to have to call them. Oh, that's interesting.

Speaker speaker_0: Yeah, so the way that it works for you, typically, the deduction is taken out a week prior to pay for the following week. So were you out of work last week?

Speaker speaker_2: No. Nope, I've still been employed by the same people, so I'm going to give them a call.

Speaker speaker_0: Okay. Well, was there anything-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... else I can help you with today, Ms. Renee?

Speaker speaker_2: Nope, that's it. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: You too. Bye.

Speaker speaker_0: Bye.