

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Um, yes, my name is Jana Malden and I'm calling from the, um, office in Adairsville, Georgia for Detra Hall. Um, to make sure that her, um, that she's covered w- and with us. So you just wanna see, make sure her, she has active coverage? Yes. All right. What staff, what staff does she work for? I'm- Do you have an ID card? I'm a customer of her husband's. Um, yes, I have the number. What was the member number? Um, it is... Hang on one second, let me get in here. Let me pull up the card. Timmy Hall. Did you say Timmy Hall? Timmy, T-I-M-M-Y Hall. Say again, All or Hall? Hall, H-A-L-L. You got the last four of the Social? That, I do not have. And date of birth? Um... Let me see if I can get it here. Okay. Does she get called back? Miss Hall, can you come here for a minute, please? And what's your husband's date of birth? 11/13/81. Thank you. Can you verify address and date of birth? Um, address is 59 Pine Valley Drive Northwest, and her date of birth- I just need his... I got his account pulled up. Um- Okay. Okay. So let's see. It doesn't look like he has any active coverage anymore. It looks like his coverage ended on 10/20/24. 10/20? 24. Yes, ma'am. Okay. Okay. Go ahead. Um, okay. All right. Thank you. No problem. Um, mm, bye-bye. Thanks. Thanks. Mm-hmm.

Conversation Format

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

Speaker speaker_1: Um, yes, my name is Jana Malden and I'm calling from the, um, office in Adairsville, Georgia for Detra Hall. Um, to make sure that her, um, that she's covered w- and with us.

Speaker speaker_0: So you just wanna see, make sure her, she has active coverage?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. What staff, what staff does she work for?

Speaker speaker_1: I'm-

Speaker speaker_0: Do you have an ID card?

Speaker speaker_1: I'm a customer of her husband's. Um, yes, I have the number.

Speaker speaker_0: What was the member number?

Speaker speaker_1: Um, it is... Hang on one second, let me get in here. Let me pull up the card. Timmy Hall.

Speaker speaker_0: Did you say Timmy Hall?

Speaker speaker_1: Timmy, T-I-M-M-Y Hall.

Speaker speaker_0: Say again, All or Hall?

Speaker speaker_1: Hall, H-A-L-L.

Speaker speaker_0: You got the last four of the Social?

Speaker speaker_1: That, I do not have.

Speaker speaker_0: And date of birth?

Speaker speaker_1: Um... Let me see if I can get it here. Okay. Does she get called back? Miss Hall, can you come here for a minute, please? And what's your husband's date of birth? 11/13/81.

Speaker speaker_0: Thank you. Can you verify address and date of birth?

Speaker speaker_1: Um, address is 59 Pine Valley Drive Northwest, and her date of birth-

Speaker speaker_0: I just need his... I got his account pulled up. Um-

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: So let's see. It doesn't look like he has any active coverage anymore. It looks like his coverage ended on 10/20/24.

Speaker speaker_1: 10/20?

Speaker speaker_0: 24. Yes, ma'am.

Speaker speaker_1: Okay. Okay. Go ahead. Um, okay. All right. Thank you.

Speaker speaker_0: No problem.

Speaker speaker_1: Um, mm, bye-bye.

Speaker speaker_0: Thanks. Thanks.

Speaker speaker_1: Mm-hmm.