

## Transcript: Malcolm

**Nash-5008246829432832-6118022690848768**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Cart . This is Malcolm. How can I help you today? Um, I got a email saying that, uh, there might be some information missing to get my pay card. Your pay card? Are you... Oh. Well, I just, I just got a job, and, uh, and I'm supposed to get a pay card. So the email you received most likely is a bad ... So could you read me the email? Yeah. Hold on. It's kidding. It says... Uh, it says, uh, "We will be glad to assist you regarding your enrollment from, form for benefits offered by your employer, BGSS. Your assistance is needed to continue the processing of your enrollment, as information is either missing or needed to be clarified. Please be advised that..." Yes, sir. Okay. So that stands for the health insurance portion. Oh, okay. So it looks like you, you submitted a form to get enrolled, and then you didn't... There was something missing on the enrollment form. Uh-huh. And that's why you received that email. Oh, okay. Okay. So do I do that with you? Yes, ma'am. Since this is a member. Okay. What staffing company do you work for? Uh, BGSS. What's the last four of your social? 6823. Okay, 6823. First name? Mary. Last name? Pope. P-O-P-E. For security purposes, can you verify your address and date of birth for me? 1560 North 1st Street, San Jose, California 95112. Say one more time th- for me, ma'am. It's just you're breaking up a little bit. 1560 North 1st Street, San Jose, California 95112. Mm-hmm. Date of birth? 2/14/80. Thank you. And there's no phone number on file. Would you like to add a phone number? Yes, please. Go ahead. 510- Mm-hmm. ... 575- Mm-hmm. ... 4741. You said 510-575-4741? Yes. You... And the email is maryjo2232@Gmail.com? Yes. You... Let's see. So it looks like you selected you wanted the virtual primary care for you and a spouse. Mm-hmm. And you also selected to not participate. So we're just calling to verify if you wanted to get enrolled or if you want to decline the coverage. Uh, I'll decline it. So, so since we didn't get in contact with you today, did you already go ahead and decline it? So there wouldn't be anything else that I have to do for you, Ms. Pope. Okay. Was there anything else that I could help you with today? No, that's it. All right. Thanks for calling Benefits in a Cart. I hope you have a great rest of your day. Thank you. You too. Thank you.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits in a Cart . This is Malcolm. How can I help you today?

Speaker speaker\_2: Um, I got a email saying that, uh, there might be some information missing to get my pay card.

Speaker speaker\_1: Your pay card? Are you... Oh.

Speaker speaker\_2: Well, I just, I just got a job, and, uh, and I'm supposed to get a pay card.

Speaker speaker\_1: So the email you received most likely is a bad ... So could you read me the email?

Speaker speaker\_2: Yeah. Hold on. It's kidding.

Speaker speaker\_1: It says...

Speaker speaker\_2: Uh, it says, uh, "We will be glad to assist you regarding your enrollment from, form for benefits offered by your employer, BGSS. Your assistance is needed to continue the processing of your enrollment, as information is either missing or needed to be clarified. Please be advised that..." Yes, sir.

Speaker speaker\_1: Okay. So that stands for the health insurance portion.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: So it looks like you, you submitted a form to get enrolled, and then you didn't... There was something missing on the enrollment form.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: And that's why you received that email.

Speaker speaker\_2: Oh, okay. Okay. So do I do that with you?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Since this is a member. Okay.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: Uh, BGSS.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: 6823.

Speaker speaker\_1: Okay, 6823. First name?

Speaker speaker\_2: Mary.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Pope. P-O-P-E.

Speaker speaker\_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 1560 North 1st Street, San Jose, California 95112.

Speaker speaker\_1: Say one more time th- for me, ma'am. It's just you're breaking up a little bit.

Speaker speaker\_2: 1560 North 1st Street, San Jose, California 95112.

Speaker speaker\_1: Mm-hmm. Date of birth?

Speaker speaker\_2: 2/14/80.

Speaker speaker\_1: Thank you. And there's no phone number on file. Would you like to add a phone number?

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: Go ahead.

Speaker speaker\_2: 510-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... 575-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... 4741.

Speaker speaker\_1: You said 510-575-4741?

Speaker speaker\_2: Yes.

Speaker speaker\_1: You... And the email is maryjo2232@Gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: You... Let's see. So it looks like you selected you wanted the virtual primary care for you and a spouse.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And you also selected to not participate. So we're just calling to verify if you wanted to get enrolled or if you want to decline the coverage.

Speaker speaker\_2: Uh, I'll decline it.

Speaker speaker\_1: So, so since we didn't get in contact with you today, did you already go ahead and decline it? So there wouldn't be anything else that I have to do for you, Ms. Pope.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Was there anything else that I could help you with today?

Speaker speaker\_2: No, that's it.

Speaker speaker\_1: All right. Thanks for calling Benefits in a Cart. I hope you have a great rest of your day.

Speaker speaker\_2: Thank you. You too.

Speaker speaker\_1: Thank you.