

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 Card, Ms. Malcolm. How can I help you? Oh, good morning. How you doing? I'm doing good. How about you? I'm fine, thank you. Yeah. I'm calling to, I'm an employee of, uh, the Resource. My name is Rukaya Woods, R-U-K-A-Y-A, first name, and then, uh, last name is W-O-O-D-S. Date of birth is 12/25/70. Uh, um, I- I had this, my insurance, the package, health insurance package and I'm trying to see in, uh, how I can get to- What's the last four of your social? 9852. Thank you. Right. For security purposes, can you verify your address and date of birth for me? Yeah. Date of birth is 12/25/70. Address is 1521 Brayford Park- Parkway, Apartment 8D, Greensboro, North Carolina 27407. Are you saying, uh, you said Apartment 80 or 8D? Eight, eight, 8D, as in dog. And just the number eight. Mm-hmm. And what was your date of birth? 12/25/70. Thank you. So we have your phone number, 336-457-3040. 45730, exactly. Thank you. And your email is first name 3136@gmail.com. Yeah, yeah, Rukaya31, the exact... Thank you, sir. Right. So what I, what can I help you with today? Yeah. I was, I went to the office to ask them in case I want to go to the hospital, I don't have any identity, identity card, nothing to prove my insurance. Uh, how do I do that, in case I want to show a doctor. So it's not... It's not showing that you're enrolled in any covers, ma'am. It's not showing? No, ma'am. Looks like your coverage just end 10/13/24. Wow. So I'm not on, on your enrollment? Nothing is showing? No, ma'am, you're not. No, ma'am, you're not enrolled- Okay. ... in any coverage. Uh-oh. Okay, then I have to go back to the Resource. Thank you. No problem, Ms. Woods. Thank you. Is there anything else I can help you with today? Okay. Oh, yeah, that's what I, what my problem was. Now I have to go back to the office to, to the resource and talk to them. Okay. Well, if there's nothing else- Thanks. ... thanks for calling Benefits in the Card. We appreciate it. Yeah, thank you. That's why I appreciate. Thank you. Mm-hmm. Mm-hmm.

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 Card, Ms. Malcolm. How can I help you?

Speaker speaker_2: Oh, good morning. How you doing?

Speaker speaker_1: I'm doing good. How about you?

Speaker speaker_2: I'm fine, thank you. Yeah. I'm calling to, I'm an employee of, uh, the Resource. My name is Rukaya Woods, R-U-K-A-Y-A, first name, and then, uh, last name is W-O-O-D-S. Date of birth is 12/25/70. Uh, um, I- I had this, my insurance, the package, health insurance package and I'm trying to see in, uh, how I can get to-

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 9852.

Speaker speaker_1: Thank you. Right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Yeah. Date of birth is 12/25/70. Address is 1521 Brayford Park- Parkway, Apartment 8D, Greensboro, North Carolina 27407.

Speaker speaker_1: Are you saying, uh, you said Apartment 80 or 8D?

Speaker speaker_2: Eight, eight, 8D, as in dog. And just the number eight.

Speaker speaker_1: Mm-hmm. And what was your date of birth?

Speaker speaker_2: 12/25/70.

Speaker speaker_1: Thank you. So we have your phone number, 336-457-3040.

Speaker speaker_2: 45730, exactly. Thank you.

Speaker speaker_1: And your email is first name 3136@gmail.com.

Speaker speaker_2: Yeah, yeah, Rukaya31, the exact... Thank you, sir.

Speaker speaker_1: Right. So what I, what can I help you with today?

Speaker speaker_2: Yeah. I was, I went to the office to ask them in case I want to go to the hospital, I don't have any identity, identity card, nothing to prove my insurance. Uh, how do I do that, in case I want to show a doctor.

Speaker speaker_1: So it's not... It's not showing that you're enrolled in any covers, ma'am.

Speaker speaker_2: It's not showing?

Speaker speaker_1: No, ma'am. Looks like your coverage just end 10/13/24.

Speaker speaker_2: Wow. So I'm not on, on your enrollment? Nothing is showing?

Speaker speaker_1: No, ma'am, you're not. No, ma'am, you're not enrolled-

Speaker speaker_2: Okay.

Speaker speaker_1: ... in any coverage.

Speaker speaker_2: Uh-oh. Okay, then I have to go back to the Resource. Thank you.

Speaker speaker_1: No problem, Ms. Woods.

Speaker speaker_2: Thank you.

Speaker speaker_1: Is there anything else I can help you with today?

Speaker speaker_2: Okay. Oh, yeah, that's what I, what my problem was. Now I have to go back to the office to, to the resource and talk to them.

Speaker speaker_1: Okay. Well, if there's nothing else-

Speaker speaker_2: Thanks.

Speaker speaker_1: ... thanks for calling Benefits in the Card. We appreciate it.

Speaker speaker_2: Yeah, thank you. That's why I appreciate. Thank you. Mm-hmm.

Speaker speaker_1: Mm-hmm.