

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits on the Card. This is Malcolm, how can I help you? Hi. I'm calling to activate my benefits card. My- You mean get enrolled- Yes. ... do you mean get enrolled into your health insurance? Yes. Thank you. What staffing company do you work for? Yes. 3rd. What's the last four of your social? 0089. First name? R-A-H-M-A. Last name? A as in alpha, B as in bravo, D as in delta, U as in union, L as in lucky, K as in kangaroo, A as in alpha, R as in Roger, I as in ice, M as in Mary. And for security purposes, could you verify your address and date of birth for me? Date of birth, 10/14/1998. Address is 300 Renfro Way, Covington, Georgia 30092. Yeah. So it looks like you're already enrolled in coverage. You got the free Rx, the dental, the life insurance and the medical. Yes. I was trying to see how can I get a virtual copy of, like, my insurance card. I can get it sent to you at email. Um- Okay. ... but just so you know right now, your coverage is not active. There's a little, like a deduct-, a deduction was taken last week to pay for this week's coverage. Oh, okay. All right. Well, then that's fine. Thank you. So I'm gonna send you... So is, uh, RMNlastname@gmail.com a good email to send your card to? Yeah. Thank you, ma'am. If I put you on brief hold, while I get that for you? All right. Thank you. Thank you. Okay.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits on the Card. This is Malcolm, how can I help you?

Speaker speaker_2: Hi. I'm calling to activate my benefits card. My-

Speaker speaker_1: You mean get enrolled-

Speaker speaker_2: Yes.

Speaker speaker_1: ... do you mean get enrolled into your health insurance?

Speaker speaker_2: Yes. Thank you.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Yes. 3rd.

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

Speaker speaker_2: 0089.

Speaker speaker_1: First name?

Speaker speaker_2: R-A-H-M-A.

Speaker speaker_1: Last name?

Speaker speaker_2: A as in alpha, B as in bravo, D as in delta, U as in union, L as in lucky, K as in kangaroo, A as in alpha, R as in Roger, I as in ice, M as in Mary.

Speaker speaker_1: And for security purposes, could you verify your address and date of birth for me?

Speaker speaker_2: Date of birth, 10/14/1998. Address is 300 Renfro Way, Covington, Georgia 30092.

Speaker speaker_1: Yeah. So it looks like you're already enrolled in coverage. You got the free Rx, the dental, the life insurance and the medical.

Speaker speaker_2: Yes. I was trying to see how can I get a virtual copy of, like, my insurance card.

Speaker speaker_1: I can get it sent to you at email. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... but just so you know right now, your coverage is not active. There's a little, like a deduct-, a deduction was taken last week to pay for this week's coverage.

Speaker speaker_2: Oh, okay. All right. Well, then that's fine. Thank you.

Speaker speaker_1: So I'm gonna send you... So is, uh, RMNlastname@gmail.com a good email to send your card to?

Speaker speaker_2: Yeah.

Speaker speaker_1: Thank you, ma'am. If I put you on brief hold, while I get that for you?

Speaker speaker_2: All right.

Speaker speaker_1: Thank you.

Speaker speaker_2: Thank you. Okay.