

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. This is Malcolm, how can I help you? Hi, Malcolm. I just realized that my Social Security number is incorrect on my enrollment. Okay. What staffing company do you work for? Dougherty. What's the last four of your Social? Pardon me? Well, it's in the system as 2707, but it should be 2706. You said 2707? Is what's in the system, yep. But it should be- What's your first name? ... 2706. Pamela Malcolm. Last name? Malcolm. M-A-L-C-O-L-M. I got you. That's my name. For security purposes, can you verify your address and date of birth for me? 1783 155th Avenue Northwest, Andover, Minnesota, 55304. January 30, '69. Thank you. So you said, so your Social... What was the... What's happen with the numbers? Correct, yeah. You see it listed as 2707, which is not correct. So what's the correct one? 2706. Right. So it's 468-86-2706? Correct. Thank you. All right. I got that updated. Uh, it looks like... Let me see. Hmm. So which one... It looks like you're in the system twice. Really? That's because with the cor... You have one with the incorrect and you have one with the correct one. Oh. Only problem is you don't have- I'm not sure why I would be in there twice. One's enrolled and one isn't enrolled. Let's see. It looks like... Okay, so it looks like someone seen you on the 21st and they emailed your staffing company to see which one was the correct one. So you're saying, uh... Okay. So, for these, for these purposes, uh, do you mind if I put you on a brief hold? Sure. I'm gonna have to do some research real quick. Thank you. Yeah. Hey. Hey. You know, it's cool actually that, that many people at Dougherty called you in. Yeah. All right. Are you doing... It's Malcolm. Yeah. Right, so it looks like the issue has already been resolved. Okay. So the new one, the new one, you... It's them getting fixing the error. They just have to go in and get rid of the other one. Okay. Well, will you be sending me out an... a card and that kind of stuff then? Yeah, once the coverage becomes active. It looks like you're still in that enrollment period where you're waiting for the first deduction to happen. Okay. Sounds good. Thank you. No problem, Ms. Malcolm. Okay. Was there anything else I can help you with today? Nope, that'll do it. All right. Thanks for calling- Thank you. ... Benefits in the Card. Okay. Hope you have a great rest of your day.

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. This is Malcolm, how can I help you?

Speaker speaker_2: Hi, Malcolm. I just realized that my Social Security number is incorrect on my enrollment.

Speaker speaker_1: Okay. What staffing company do you work for?

Speaker speaker_2: Dougherty.

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

Speaker speaker_2: Pardon me? Well, it's in the system as 2707, but it should be 2706.

Speaker speaker_1: You said 2707?

Speaker speaker_2: Is what's in the system, yep. But it should be-

Speaker speaker_1: What's your first name?

Speaker speaker_2: ... 2706. Pamela Malcolm.

Speaker speaker_1: Last name?

Speaker speaker_2: Malcolm. M-A-L-C-O-L-M.

Speaker speaker_1: I got you. That's my name. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 1783 155th Avenue Northwest, Andover, Minnesota, 55304. January 30, '69.

Speaker speaker_1: Thank you. So you said, so your Social... What was the... What's happen with the numbers?

Speaker speaker_2: Correct, yeah. You see it listed as 2707, which is not correct.

Speaker speaker_1: So what's the correct one?

Speaker speaker_2: 2706.

Speaker speaker_1: Right. So it's 468-86-2706?

Speaker speaker_2: Correct.

Speaker speaker_1: Thank you. All right. I got that updated. Uh, it looks like... Let me see. Hmm. So which one... It looks like you're in the system twice.

Speaker speaker_2: Really?

Speaker speaker_1: That's because with the cor... You have one with the incorrect and you have one with the correct one.

Speaker speaker_2: Oh.

Speaker speaker_1: Only problem is you don't have-

Speaker speaker_2: I'm not sure why I would be in there twice.

Speaker speaker_1: One's enrolled and one isn't enrolled. Let's see. It looks like... Okay, so it looks like someone seen you on the 21st and they emailed your staffing company to see which one was the correct one. So you're saying, uh... Okay. So, for these, for these purposes, uh, do you mind if I put you on a brief hold?

Speaker speaker_2: Sure.

Speaker speaker_1: I'm gonna have to do some research real quick. Thank you.

Speaker speaker_2: Yeah.

Speaker speaker_1: Hey.

Speaker speaker_2: Hey.

Speaker speaker_1: You know, it's cool actually that, that many people at Dougherty called you in.

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. Are you doing... It's Malcolm.

Speaker speaker_2: Yeah.

Speaker speaker_1: Right, so it looks like the issue has already been resolved.

Speaker speaker_2: Okay.

Speaker speaker_1: So the new one, the new one, you... It's them getting fixing the error. They just have to go in and get rid of the other one.

Speaker speaker_2: Okay. Well, will you be sending me out an... a card and that kind of stuff then?

Speaker speaker_1: Yeah, once the coverage becomes active. It looks like you're still in that enrollment period where you're waiting for the first deduction to happen.

Speaker speaker_2: Okay. Sounds good. Thank you.

Speaker speaker_1: No problem, Ms. Malcolm.

Speaker speaker_2: Okay.

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

Speaker speaker_2: Nope, that'll do it.

Speaker speaker_1: All right. Thanks for calling-

Speaker speaker_2: Thank you.

Speaker speaker_1: ... Benefits in the Card.

Speaker speaker_2: Okay.

Speaker speaker_1: Hope you have a great rest of your day.