

## **Transcript: Malcolm**

**Nash-5378700903923712-6583514593705984**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yes, sir. My name Tracy Willis. I pay for insurance and I was not intending to get the insurance. And now my insurance counselor on Monday, I'm trying to get some glasses with the money that's already been posted from yesterday. And I called MetLife Business Provider and gave them the group number, my date of birth, and my name and they say I'm not in the system. Uh, which type of company do you work for? ATC Healthcare. What's the last four of your Social? 2785. And what was your first name again? Tracy. T-R-A-C-E-Y. Okay. All right, for security purposes, can you verify your address and date of birth for me? Yes, sir. 442 10 Shere Road, Farmington Apple 108, Mobile, Alabama 36606. 10/22/1986. Thank you. Let's see, we got your phone number 251-396-3649. Yes, sir. And I think your email is tracywillis15@gmail.com. Yes, sir. Thank you. So it looks like your coverage just became active as of yesterday, so that may be the issue in why they're saying you're not in the system. Have you contacted MetLife directly? Because they're the carrier. I called the 855-638-3931 number. Um, you said the 855 number? Yes, sir. Okay. Ma'am, if I put you on a brief hold? Sure. Go ahead. Thank you. Are you there, Ms. Tracy? Yes, sir. What was the phone number you said you called again? 855-638-3931. Okay. Let's see. Hey, you mind if I put you on brief hold again? No, sir. Go ahead. Thank you. You there, Ms. Willis? Yes, sir. All right. So what I'm gonna have to do, I'm gonna have to send your information in to get an investigation going, because I'm not sure why it's not showing that you're active. Typically, it takes 24 to 48 hours for the review, but once I get back, I'll give you a call back and let you know what's going on in that scenario. All right. Thank you. No problem, Ms. Willis. Is there anything else I can help you with today? No, sir. All right. Then thanks for calling Benefits from the Cloud. I hope you have a great week. Thank you. See 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 the Car. This is Malcolm. How can I help you?

Speaker speaker\_2: Yes, sir. My name Tracy Willis. I pay for insurance and I was not intending to get the insurance. And now my insurance counselor on Monday, I'm trying to get some glasses with the money that's already been posted from yesterday. And I called MetLife Business Provider and gave them the group number, my date of birth, and my name and they

say I'm not in the system.

Speaker speaker\_1: Uh, which type of company do you work for?

Speaker speaker\_2: ATC Healthcare.

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

Speaker speaker\_2: 2785.

Speaker speaker\_1: And what was your first name again?

Speaker speaker\_2: Tracy. T-R-A-C-E-Y.

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

Speaker speaker\_2: Yes, sir. 442 10 Shere Road, Farmington Apple 108, Mobile, Alabama 36606. 10/22/1986.

Speaker speaker\_1: Thank you. Let's see, we got your phone number 251-396-3649.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And I think your email is tracywillis15@gmail.com.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Thank you. So it looks like your coverage just became active as of yesterday, so that may be the issue in why they're saying you're not in the system. Have you contacted MetLife directly? Because they're the carrier.

Speaker speaker\_2: I called the 855-638-3931 number.

Speaker speaker\_1: Um, you said the 855 number?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. Ma'am, if I put you on a brief hold?

Speaker speaker\_2: Sure. Go ahead.

Speaker speaker\_1: Thank you. Are you there, Ms. Tracy?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: What was the phone number you said you called again?

Speaker speaker\_2: 855-638-3931.

Speaker speaker\_1: Okay. Let's see. Hey, you mind if I put you on brief hold again?

Speaker speaker\_2: No, sir. Go ahead.

Speaker speaker\_1: Thank you. You there, Ms. Willis?

Speaker speaker\_3: Yes, sir.

Speaker speaker\_1: All right. So what I'm gonna have to do, I'm gonna have to send your information in to get an investigation going, because I'm not sure why it's not showing that you're active. Typically, it takes 24 to 48 hours for the review, but once I get back, I'll give you a call back and let you know what's going on in that scenario.

Speaker speaker\_3: All right. Thank you.

Speaker speaker\_1: No problem, Ms. Willis. Is there anything else I can help you with today?

Speaker speaker\_3: No, sir.

Speaker speaker\_1: All right. Then thanks for calling Benefits from the Cloud. I hope you have a great week.

Speaker speaker\_3: Thank you.

Speaker speaker\_1: See you.