

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, Malcolm. My name is Sandra Justice Landreth. How are you? I'm doing good. How about you? Doing fine, thanks to the Lord. The wind ain't blowing as bad today. Yes, ma'am. How can I help you today? I've been following up. Okay, darling, um, my husband, Robert Landreth works with Friday Staffing, and we tried day before yesterday to add me to his policy. Mm-hmm. And he was at work yesterday and got a couple of phone calls and did not know what it was about. He thought it was spam. But it was you guys reaching out to him saying that you needed information about me before you could add me to the policy, and, uh, that they would revert back to just him being covered unless they heard back. And he said, "Can you call them?" I said, "Well, I don't know if they'll talk to me or not." He said, "Well only you know the health questions, if that's what it is." So I said, "Well, I'll call and find out." So... So most likely- I was wondering if you could help us with that. Yes, ma'am. So if he's trying to add you as a dependent, most likely he didn't list your Social Security number or your date of birth or something like that. That's probably what was missing from the document and if you're not on your coverage right now- Oh. ... then he would have to call in and add you and then you will be able to speak with us about the coverage since you're on the coverage. But since you're not technically on it yet, I wouldn't be able to discuss his account with you, unfortunately. Okay. Okay, so probably birthday, Social Security number, something like that. Okay. Yes, ma'am. So what they ask for is first your last name- So he thought he was gonna need- Go ahead. Yeah. I'm sorry. He thought they was gonna be asking health questions. I said, "Well, honey, there ain't nothing wrong with me." He says, "Yeah, but I don't know how to answer them things." Yeah. So they're just gonna... So only thing that they would ask for is, or we would ask for is your first name, your last name, your Social Security and your date of birth. That's all we would need to add you as a dependent. Oh, okay. Okay, I understand. So if you can just, if you can just get him to call us back and then we can get that fixed for you guys, get you added on to the coverage. Okay. Well, I appreciate that. No problem. Just so you know, we're open- I'll let him know. Yes, ma'am. So just so you know, we're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. We're actually, we're, we're, um, we're going to be closed tomorrow for Good Friday, but we're open today- Oh yeah, the Friday. Okay, honey. Well, I appreciate that. I'll let him know. All right. Well, if there's anything else I can help you with today, ma'am? That's it. All right. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great weekend. Thank you. You too. Thank you. Bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, Malcolm. My name is Sandra Justice Landreth. How are you?

Speaker speaker_0: I'm doing good. How about you?

Speaker speaker_1: Doing fine, thanks to the Lord. The wind ain't blowing as bad today.

Speaker speaker_0: Yes, ma'am. How can I help you today?

Speaker speaker_1: I've been following up. Okay, darling, um, my husband, Robert Landreth works with Friday Staffing, and we tried day before yesterday to add me to his policy.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And he was at work yesterday and got a couple of phone calls and did not know what it was about. He thought it was spam. But it was you guys reaching out to him saying that you needed information about me before you could add me to the policy, and, uh, that they would revert back to just him being covered unless they heard back. And he said, "Can you call them?" I said, "Well, I don't know if they'll talk to me or not." He said, "Well only you know the health questions, if that's what it is." So I said, "Well, I'll call and find out." So...

Speaker speaker_0: So most likely-

Speaker speaker_1: I was wondering if you could help us with that.

Speaker speaker_0: Yes, ma'am. So if he's trying to add you as a dependent, most likely he didn't list your Social Security number or your date of birth or something like that. That's probably what was missing from the document and if you're not on your coverage right now-

Speaker speaker_1: Oh.

Speaker speaker_0: ... then he would have to call in and add you and then you will be able to speak with us about the coverage since you're on the coverage. But since you're not technically on it yet, I wouldn't be able to discuss his account with you, unfortunately.

Speaker speaker_1: Okay. Okay, so probably birthday, Social Security number, something like that. Okay.

Speaker speaker_0: Yes, ma'am. So what they ask for is first your last name-

Speaker speaker_1: So he thought he was gonna need-

Speaker speaker_0: Go ahead.

Speaker speaker_1: Yeah. I'm sorry. He thought they was gonna be asking health questions. I said, "Well, honey, there ain't nothing wrong with me." He says, "Yeah, but I don't know how to answer them things."

Speaker speaker_0: Yeah. So they're just gonna... So only thing that they would ask for is, or we would ask for is your first name, your last name, your Social Security and your date of birth. That's all we would need to add you as a dependent.

Speaker speaker_1: Oh, okay. Okay, I understand.

Speaker speaker_0: So if you can just, if you can just get him to call us back and then we can get that fixed for you guys, get you added on to the coverage.

Speaker speaker_1: Okay. Well, I appreciate that.

Speaker speaker_0: No problem. Just so you know, we're open-

Speaker speaker_1: I'll let him know.

Speaker speaker_0: Yes, ma'am. So just so you know, we're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. We're actually, we're, we're, um, we're going to be closed tomorrow for Good Friday, but we're open today-

Speaker speaker_1: Oh yeah, the Friday. Okay, honey. Well, I appreciate that. I'll let him know.

Speaker speaker_0: All right. Well, if there's anything else I can help you with today, ma'am?

Speaker speaker_1: That's it.

Speaker speaker_0: All right. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great weekend.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye.

Speaker speaker_0: Bye.