

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 Car. This is Malcolm. How can I help you? Hey. How you doing? I got a missed call from y'all. Did they leave you a voice mail? Uh, no, sir. Let's see. What staffing company do you work for? Uh, MAU for ... uh, for railroad. What's the last four of your social? 6217. First name? Melvin. Melvin. Last name? Carter. For security purposes, can you verify your address and date of birth for me? 2310 Buckingham Ct. And my birthday is January the 17th, 2000. Sir, that's not the address that we have on file. My address? What address y'all got? You almost got the 3601 Abbey Road. Yes, sir. Is that a old address? It's a old address. Okay. Could you verify the full address for me? Uh, which one, the new or the old one? Old one. 3601 Abbey Road. And the state... state zip code? 30906, Augusta, Georgia. Thank you. And your date of birth? January 17, 2000. Thank you. Can I get your phone number at 442-283-0992? Yes, sir. And your email is melvin.carter02035@gmail.com? Yes, sir. Thank you. So it looks like you left your enrollment form blank with MAU and so we was calling to verify if you want to get enrolled into the health insurance offered through them or not. Uh, I c- I can. As I know, I don't know my insurance information or something like that. Say that again. I said I can, but I don't know my, uh, insurance information like that. Yeah, I get it from my mama. So are y- are you already covered by insurance 'cause this is health insurance offered through MAU? Well, I can, uh, I can get enrolled with it. So you do want the health insurance offered through MAU? Yes, sir. All right. So what type of... Actually, let me see. Looks like we're gonna have to do a eligibility review before we can see if you can get enrolled or not. So you- Okay. That will take 24 to 48 hours, but once we hear back, I will let you know if you're eligible to get enrolled. But we originally called to see if you wanted to get enrolled because the form that you submitted was blank. Yes, sir. All right. Well, is there anything else that I can help you with today, Mr. Carter? Uh, no, sir. Well, if there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your day. Okay. You, too. Thank 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: Hey. How you doing? I got a missed call from y'all.

Speaker speaker_1: Did they leave you a voice mail?

Speaker speaker_2: Uh, no, sir.

Speaker speaker_1: Let's see. What staffing company do you work for?

Speaker speaker_2: Uh, MAU for ... uh, for railroad.

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

Speaker speaker_2: 6217.

Speaker speaker_1: First name?

Speaker speaker_2: Melvin. Melvin.

Speaker speaker_1: Last name?

Speaker speaker_2: Carter.

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

Speaker speaker_2: 2310 Buckingham Ct. And my birthday is January the 17th, 2000.

Speaker speaker_1: Sir, that's not the address that we have on file.

Speaker speaker_2: My address? What address y'all got? You almost got the 3601 Abbey Road.

Speaker speaker_1: Yes, sir. Is that a old address?

Speaker speaker_2: It's a old address.

Speaker speaker_1: Okay. Could you verify the full address for me?

Speaker speaker_2: Uh, which one, the new or the old one?

Speaker speaker_1: Old one.

Speaker speaker_2: 3601 Abbey Road.

Speaker speaker_1: And the state... state zip code?

Speaker speaker_2: 30906, Augusta, Georgia.

Speaker speaker_1: Thank you. And your date of birth?

Speaker speaker_2: January 17, 2000.

Speaker speaker_1: Thank you. Can I get your phone number at 442-283-0992?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And your email is melvin.carter02035@gmail.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you. So it looks like you left your enrollment form blank with MAU and so we was calling to verify if you want to get enrolled into the health insurance offered through them or not.

Speaker speaker_2: Uh, I c- I can. As I know, I don't know my insurance information or something like that.

Speaker speaker_1: Say that again.

Speaker speaker_2: I said I can, but I don't know my, uh, insurance information like that. Yeah, I get it from my mama.

Speaker speaker_1: So are y- are you already covered by insurance 'cause this is health insurance offered through MAU?

Speaker speaker_2: Well, I can, uh, I can get enrolled with it.

Speaker speaker_1: So you do want the health insurance offered through MAU?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. So what type of... Actually, let me see. Looks like we're gonna have to do a eligibility review before we can see if you can get enrolled or not. So you-

Speaker speaker_2: Okay.

Speaker speaker_1: That will take 24 to 48 hours, but once we hear back, I will let you know if you're eligible to get enrolled. But we originally called to see if you wanted to get enrolled because the form that you submitted was blank.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. Well, is there anything else that I can help you with today, Mr. Carter?

Speaker speaker_2: Uh, no, sir.

Speaker speaker_1: Well, if there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your day.

Speaker speaker_2: Okay. You, too.

Speaker speaker_1: Thank you.