

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Yes. My name is Dominique Francois. I did call to enroll in Benefits in a Card, uh, in January, but since, I never get any feedback from my call. What staffing company do you work for, sir? I'm working for Bush, but on MAU. What's the last four of your social? 5601. You said 5601? Yes, sir. First name? Dominique. D-O- Last name? ... M-I-N... Aye. Francois. Francois. Let me see. All right. For security purposes, can you verify your address and date of birth for me? Yeah. Address is 1768... 1768 Black Tom Wood, Monks Corner, South Carolina 29461. The birth certificate is 29 of November 1960. Give me your date of birth. Yes... 19, uh, 29 November 1960. Thank you. So we got your phone number, 843-801-9423. Correct. Let me get your email as last name, first name, 025 at gmail.com. dominique@... Yes, sir. Thank you. All right. So it looks like your coverage just became active this past Monday. Oh, okay. But I never... so I have to contact the company. Yeah, your new card should come one of these weeks. Go ahead. Yeah. Mm-hmm. But, what's going to be the next step? Do I have to get a card or something like that? And do you have to- Yeah, so your ID card should come one of these weeks with an activation date. Okay. If you needed them before, we can get them sent digitally while you wait on the physical ones. Yes. So you want me to send them to you digitally while you wait on the physical ones? Uh, can you send it to, to me... oh... I would have to send it to your email, the one that I just asked you, the, that you're actually sending me through OneFile. Okay. You can send it to my email. Is that sending it to your email? Yes, sir. Okay. Do you mind if I put you on a brief hold while I get those for you? Say again. Do you mind if I put you on hold while I get those? Can I get those? Yes. You can. Thank you. Hey, are you there, Mr. Dominic? Yes, sir. All right. I just sent those ID cards to your email. Okay. I will check later. All right. Well, is there anything else I can help you with today, Mr. Dominic? Uh, I just wanna know if I can get this coverage for even I'm not working for Bosch or MAU? If you're no longer working with that company, then it would not, you would not be able to use it. Okay. You can wa- you can call and make direct payments up to four weeks after no longer being with them but after those four weeks, you'll no longer have coverage. Okay, okay. So if you go to work for MAU you cannot get this, you know, uh? No, s- no, sir. If you're not working for the staffing company, you wouldn't be able to have coverage, but you do have coverage for up to four weeks. You can- Oh. You can call and make direct payments up to four weeks and after those four weeks are over, you'll no longer have active coverage. All right, thank you. I just wanted to know. No problem, Mr. Dominic. Was there anything else I can help you with today? No, no. Thank you. No problem. Thanks for calling Benefits Clearinghouse. I hope you have a great rest of your week. Okay. It was good talking to you. Thank you. You t- All right. Bye. Have a good day. You too. Thank you. Thank you.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Yes. My name is Dominique Francois. I did call to enroll in Benefits in a Card, uh, in January, but since, I never get any feedback from my call.

Speaker speaker\_0: What staffing company do you work for, sir?

Speaker speaker\_1: I'm working for Bush, but on MAU.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 5601.

Speaker speaker\_0: You said 5601?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: First name?

Speaker speaker\_1: Dominique. D-O-

Speaker speaker\_0: Last name?

Speaker speaker\_1: ... M-I-N... Aye. Francois. Francois.

Speaker speaker\_0: Let me see. All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Yeah. Address is 1768... 1768 Black Tom Wood, Monks Corner, South Carolina 29461. The birth certificate is 29 of November 1960.

Speaker speaker\_0: Give me your date of birth.

Speaker speaker\_1: Yes... 19, uh, 29 November 1960.

Speaker speaker\_0: Thank you. So we got your phone number, 843-801-9423.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Let me get your email as last name, first name, 025 at gmail.com.

Speaker speaker\_1: dominique@... Yes, sir.

Speaker speaker\_0: Thank you. All right. So it looks like your coverage just became active this past Monday.

Speaker speaker\_1: Oh, okay. But I never... so I

Speaker speaker\_2: have to contact the company.

Speaker speaker\_0: Yeah, your new card should come one of these weeks. Go ahead.

Speaker speaker\_1: Yeah. Mm-hmm. But, what's going to be the next step? Do I have to get a card or something like that? And do you have to-

Speaker speaker\_0: Yeah, so your ID card should come one of these weeks with an activation date.

Speaker speaker\_1: Okay.

Speaker speaker\_0: If you needed them before, we can get them sent digitally while you wait on the physical ones.

Speaker speaker\_1: Yes.

Speaker speaker\_0: So you want me to send them to you digitally while you wait on the physical ones?

Speaker speaker\_1: Uh, can you send it to, to me... oh...

Speaker speaker\_0: I would have to send it to your email, the one that I just asked you, the, that you're actually sending me through OneFile.

Speaker speaker\_1: Okay. You can send it to my email.

Speaker speaker\_0: Is that sending it to your email?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. Do you mind if I put you on a brief hold while I get those for you?

Speaker speaker\_1: Say again.

Speaker speaker\_0: Do you mind if I put you on hold while I get those? Can I get those?

Speaker speaker\_1: Yes. You can.

Speaker speaker\_0: Thank you. Hey, are you there, Mr. Dominic?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: All right. I just sent those ID cards to your email.

Speaker speaker\_1: Okay. I will check later.

Speaker speaker\_0: All right. Well, is there anything else I can help you with today, Mr. Dominic?

Speaker speaker\_1: Uh, I just wanna know if I can get this coverage for even I'm not working for Bosch or MAU?

Speaker speaker\_0: If you're no longer working with that company, then it would not, you would not be able to use it.

Speaker speaker\_1: Okay.

Speaker speaker\_0: You can wa- you can call and make direct payments up to four weeks after no longer being with them but after those four weeks, you'll no longer have coverage.

Speaker speaker\_1: Okay, okay. So if you go to work for MAU you cannot get this, you know, uh?

Speaker speaker\_0: No, s- no, sir. If you're not working for the staffing company, you wouldn't be able to have coverage, but you do have coverage for up to four weeks. You can-

Speaker speaker\_1: Oh.

Speaker speaker\_0: You can call and make direct payments up to four weeks and after those four weeks are over, you'll no longer have active coverage.

Speaker speaker\_1: All right, thank you. I just wanted to know.

Speaker speaker\_0: No problem, Mr. Dominic. Was there anything else I can help you with today?

Speaker speaker\_1: No, no. Thank you.

Speaker speaker\_0: No problem. Thanks for calling Benefits Clearinghouse. I hope you have a great rest of your week.

Speaker speaker\_1: Okay. It was good talking to you.

Speaker speaker\_0: Thank you. You t-

Speaker speaker\_1: All right. Bye. Have a good day.

Speaker speaker\_0: You too. Thank you.

Speaker speaker\_1: Thank you.