

Transcript: Malcolm

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Full Transcript

Pension Plan Benefits in a Card, this is Malcolm. How can I help you? Hi, Malcolm. My name is Felita Wily. Um, I'm just recently tried to log into my account, and it's saying that my account... excuse me, it's stating that my account is disabled. Yeah. So that means your coverage isn't active for the... Is this people staffing company you work for? Oh, so it's not active as of yet? No. Well, so if it got disabled, you had access prior and now you don't have access? Well, no. I just started with a staffing agency back... with the, the same staffing agency, and they're already taking our money. What staffing company do you work for? Hello? Hello? Hello? Can you hear me? I can now. What staffing company you work for? Hello? MAU. I used to work for MAU before, and, um, then I stopped working for MAU, and I just recently started back working for MAU. What's... Can I have your social? 251-73-8749. Nine, four... 8749. First name? Felita. Last name? Wily. For security purposes, can you verify your address and date of birth for me? 510 Cresswell Avenue, Anderson, South Carolina, 29621. Date of birth, January 21st, 1988. Thank you. So we got your phone number, 864-983-5276? Um, no. I have a different number. What's your new phone number? 864-363-5195. Usually the email is Liwly88 at Yahoo? Yes, sir. Thank you. Let's see. When was the last time you tried to log into your account? I literally just tried to log in. And they're saying that your, your account is disabled? Mm-hmm. Hmm. Let's see. Uh, maybe, it looks like your deduction just came today, to pay for through the 9th? Okay. You mind if I put you on a brief hold? Yes, sir. Thank you. Mm-hmm.

Conversation Format

Speaker speaker_0: Pension Plan Benefits in a Card, this is Malcolm. How can I help you?

Speaker speaker_1: Hi, Malcolm. My name is Felita Wily. Um, I'm just recently tried to log into my account, and it's saying that my account... excuse me, it's stating that my account is disabled.

Speaker speaker_0: Yeah. So that means your coverage isn't active for the... Is this people staffing company you work for?

Speaker speaker_1: Oh, so it's not active as of yet?

Speaker speaker_0: No. Well, so if it got disabled, you had access prior and now you don't have access?

Speaker speaker_1: Well, no. I just started with a staffing agency back... with the, the same staffing agency, and they're already taking our money.

Speaker speaker_0: What staffing company do you work for? Hello? Hello?

Speaker speaker_1: Hello? Can you hear me?

Speaker speaker_0: I can now. What staffing company you work for?

Speaker speaker_1: Hello? MAU. I used to work for MAU before, and, um, then I stopped working for MAU, and I just recently started back working for MAU.

Speaker speaker_0: What's... Can I have your social?

Speaker speaker_1: 251-73-8749.

Speaker speaker_0: Nine, four... 8749. First name?

Speaker speaker_1: Felita.

Speaker speaker_0: Last name?

Speaker speaker_1: Wily.

Speaker speaker_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 510 Cresswell Avenue, Anderson, South Carolina, 29621. Date of birth, January 21st, 1988.

Speaker speaker_0: Thank you. So we got your phone number, 864-983-5276?

Speaker speaker_1: Um, no. I have a different number.

Speaker speaker_0: What's your new phone number?

Speaker speaker_1: 864-363-5195.

Speaker speaker_0: Usually the email is Liwly88 at Yahoo?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Thank you. Let's see. When was the last time you tried to log into your account?

Speaker speaker_1: I literally just tried to log in.

Speaker speaker_0: And they're saying that your, your account is disabled?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Hmm. Let's see. Uh, maybe, it looks like your deduction just came today, to pay for through the 9th?

Speaker speaker_1: Okay.

Speaker speaker_0: You mind if I put you on a brief hold?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Thank you.

Speaker speaker_1: Mm-hmm.