

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hey, Malcolm. My name is Hunter. I just wanted to log on to the import- or the insurance portal. And it's saying my account is disabled. All right. Which staffing company do you work for? Uh, MAU. What's the last four of your social? 7971. And your first name? Hunter Jones. All right. For security purposes, can you verify your address and date of birth for me? Yeah. It should be 128 Trumpet Hill Road, Leesville, South Carolina 29072. And, um, my date of birth is 7/10/2000. Thank you. So we got your phone number, 843-798-8133. Yes, sir. And the email is hjones2018@gmail.com. Yes, sir. Thank you. Uh, so it doesn't, it doesn't look like you have active coverage for this week. Uh, it's probably 'cause I missed like five days of work. But, um, it was just saying that my account was disabled. Is it because of that? 'Cause I didn't get a paycheck at all last week 'cause I missed so much work. I mean, I figured that was the case but it's kind of weird that like it's just saying my account's disabled. Hello? Do you mind if I put you on a brief hold, sir? Yeah, no problem. Thank you. Hey, are you there, Mr. Jones? Yes, sir. Yes. So that would be, that's the reason why they're, they're denying you access, 'cause your coverage isn't active for this week. All right. Yeah. It's wild to me but all right. Yeah, no. Was there anything else I can help you with, Mr. Jones? Um, yeah. So I mean, next week when I get paid I should, I should be able to log right back on there or... Yes, sir. All righty. That's gonna be all for me. Thank you. No problem, Mr. Jones. Hope you have a great rest of your week. Thank you. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Hey, Malcolm. My name is Hunter. I just wanted to log on to the import- or the insurance portal. And it's saying my account is disabled.

Speaker speaker_0: All right. Which staffing company do you work for?

Speaker speaker_1: Uh, MAU.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 7971.

Speaker speaker_0: And your first name?

Speaker speaker_1: Hunter Jones.

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

Speaker speaker_1: Yeah. It should be 128 Trumpet Hill Road, Leesville, South Carolina 29072. And, um, my date of birth is 7/10/2000.

Speaker speaker_0: Thank you. So we got your phone number, 843-798-8133.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email is hjones2018@gmail.com.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Thank you. Uh, so it doesn't, it doesn't look like you have active coverage for this week.

Speaker speaker_1: Uh, it's probably 'cause I missed like five days of work. But, um, it was just saying that my account was disabled. Is it because of that? 'Cause I didn't get a paycheck at all last week 'cause I missed so much work. I mean, I figured that was the case but it's kind of weird that like it's just saying my account's disabled. Hello?

Speaker speaker_0: Do you mind if I put you on a brief hold, sir?

Speaker speaker_1: Yeah, no problem.

Speaker speaker_0: Thank you. Hey, are you there, Mr. Jones?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Yes. So that would be, that's the reason why they're, they're denying you access, 'cause your coverage isn't active for this week.

Speaker speaker_1: All right. Yeah. It's wild to me but all right.

Speaker speaker_0: Yeah, no. Was there anything else I can help you with, Mr. Jones?

Speaker speaker_1: Um, yeah. So I mean, next week when I get paid I should, I should be able to log right back on there or...

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All righty. That's gonna be all for me. Thank you.

Speaker speaker_0: No problem, Mr. Jones. Hope you have a great rest of your week.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you.