

Transcript: Malcolm

Nash-5658100583940096-4998633680846848

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi. I'm trying to figure out when, um, you guys could mail out my dental cards. I haven't got them yet. Which staffing company do you work for? Um, MAU Workforce Solutions. What's the last four of your social? 8748. First name? Summer. Last name? Williams. All right. For security purposes, can you verify your address and date of birth for me? Um, 304 of Vicksburg, North Carolina, South Carolina 29673. And your date of birth? Uh, 6/9/2001. Thank you. You see we got your phone number, 501-7628. Yes. And your email is williams.summer@yahoo.com? Yes. So it looks like you're still waiting for that first deduction to happen and your coverage isn't active yet. So, um, y'all have taken that out my check twice and I still haven't gotten my card. And then- Okay. I understand. ... I had called, I had called last week, well, Friday, and he asked me to send over my information. Um, I don't know if y'all got that email, but... So it looks like it's, I see where you called on the 23rd. It looks like it's been sent to be reviewed. Mind if I put you on a brief hold? Okay. You there, Ms. Williams? Yeah, I'm here. So it looks like they're still investigating the process. It does take 24 to 48 hours for the review. Looks like you called last Thursday on the 23rd, w- so, and we're not open on weekends, so... Okay. Um, can you make sure they call me back? Yes, ma'am. As soon as we get some type of answer, they will give you a call back. Okay. Thank you. No problem. Ms. Williams, was there anything else I can help you with today? That is all. Thanks. No problem. You have a great rest of your week. You too. Bye. Bye.

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 Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hi. I'm trying to figure out when, um, you guys could mail out my dental cards. I haven't got them yet.

Speaker speaker_1: Which staffing company do you work for?

Speaker speaker_2: Um, MAU Workforce Solutions.

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

Speaker speaker_2: 8748.

Speaker speaker_1: First name?

Speaker speaker_2: Summer.

Speaker speaker_1: Last name?

Speaker speaker_2: Williams.

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

Speaker speaker_2: Um, 304 of Vicksburg, North Carolina, South Carolina 29673.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Uh, 6/9/2001.

Speaker speaker_1: Thank you. You see we got your phone number, 501-7628.

Speaker speaker_2: Yes.

Speaker speaker_1: And your email is williams.summer@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: So it looks like you're still waiting for that first deduction to happen and your coverage isn't active yet.

Speaker speaker_2: So, um, y'all have taken that out my check twice and I still haven't gotten my card. And then-

Speaker speaker_1: Okay. I understand.

Speaker speaker_2: ... I had called, I had called last week, well, Friday, and he asked me to send over my information. Um, I don't know if y'all got that email, but...

Speaker speaker_1: So it looks like it's, I see where you called on the 23rd. It looks like it's been sent to be reviewed. Mind if I put you on a brief hold?

Speaker speaker_2: Okay.

Speaker speaker_1: You there, Ms. Williams?

Speaker speaker_2: Yeah, I'm here.

Speaker speaker_1: So it looks like they're still investigating the process. It does take 24 to 48 hours for the review. Looks like you called last Thursday on the 23rd, w- so, and we're not open on weekends, so...

Speaker speaker_2: Okay. Um, can you make sure they call me back?

Speaker speaker_1: Yes, ma'am. As soon as we get some type of answer, they will give you a call back.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Ms. Williams, was there anything else I can help you with today?

Speaker speaker_2: That is all. Thanks.

Speaker speaker_1: No problem. You have a great rest of your week.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye.