

## **Transcript: Malcolm**

**Nash-5714871375544320-5671885379911680**

### **Full Transcript**

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi, sir. I had a missed call. And then, what, what staffing company do you work for? I'm sorry? What staffing company do you work for? Uh, Superior Skilled Trades. Last four of your social? 8253. First name? Luis Veral. Say that again? Luis Veral. Hm, for security purposes, can you verify your address and date of birth for me? 2213 Orange Avenue, McAllen, Texas 75101. And my, it's gonna be my last name. Louis23@gmail.com. I need your date of birth. Uh, 03/21/96. You do? So we got your phone number 956-878-3088? Correct. Yeah. So what did... Did they leave you a voicemail? No, I didn't. I just saw that I had a missed call from you guys. Hm. I don't know if it's because I added my son and my wife. Is it already effective? Let's see. Looks like you called on the 28th to get them added. Yeah. Hm, I'm not sure, sir. Did they not leave... Did they not leave you a voicemail either? No, the only thing I had a text message through your benefits transition to Benefits in the Card effective 05/05/25. However, you still have until 5/31/25 to make changes to your coverage. So does that mean that- Well, yeah. That's the automatic. So that's an automatic message to go out to all the... Your employees letting them know that you have until the 31st to make any changes. Okay. So is my son and my wife already on the, the coverage? So it looks like you called on the 28th to make those changes happen. It does take one to two weeks for those changes to come into effect. Uh-huh. Last 28th was 29. They want me to- It looks like your numbers just became active this past Monday. Uh-huh. 'Cause we're already on the coverage. Yeah, it is. They are right. They are on your coverage. Oh, okay. So maybe that's where we can find their phone number? I... I can tell you, sir. But I think that's an automatic message that gets sent out to you guys, letting you know that you have until the 31st to make any- Oh, you know what? Can you say first, I guess you guys are calling me again. Let me see. Let me pick up the phone. Hello? Hello? Hello? Huh? Who? I don't know. Door's closed. She's in a green now.

### **Conversation Format**

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

Speaker speaker\_1: Hi, sir. I had a missed call.

Speaker speaker\_0: And then, what, what staffing company do you work for?

Speaker speaker\_1: I'm sorry?

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

Speaker speaker\_1: Uh, Superior Skilled Trades.

Speaker speaker\_0: Last four of your social?

Speaker speaker\_1: 8253.

Speaker speaker\_0: First name?

Speaker speaker\_1: Luis Veral.

Speaker speaker\_0: Say that again?

Speaker speaker\_1: Luis Veral.

Speaker speaker\_0: Hm, for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 2213 Orange Avenue, McAllen, Texas 75101. And my, it's gonna be my last name.Louis23@gmail.com.

Speaker speaker\_0: I need your date of birth.

Speaker speaker\_1: Uh, 03/21/96.

Speaker speaker\_0: You do? So we got your phone number 956-878-3088?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Yeah. So what did... Did they leave you a voicemail?

Speaker speaker\_1: No, I didn't. I just saw that I had a missed call from you guys.

Speaker speaker\_0: Hm.

Speaker speaker\_1: I don't know if it's because I added my son and my wife. Is it already effective?

Speaker speaker\_0: Let's see. Looks like you called on the 28th to get them added.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Hm, I'm not sure, sir. Did they not leave... Did they not leave you a voicemail either?

Speaker speaker\_1: No, the only thing I had a text message through your benefits transition to Benefits in the Card effective 05/05/25. However, you still have until 5/31/25 to make changes to your coverage. So does that mean that-

Speaker speaker\_0: Well, yeah. That's the automatic. So that's an automatic message to go out to all the... Your employees letting them know that you have until the 31st to make any changes.

Speaker speaker\_1: Okay. So is my son and my wife already on the, the coverage?

Speaker speaker\_0: So it looks like you called on the 28th to make those changes happen. It does take one to two weeks for those changes to come into effect.

Speaker speaker\_1: Uh-huh. Last 28th was 29. They want me to-

Speaker speaker\_0: It looks like your numbers just became active this past Monday.

Speaker speaker\_1: Uh-huh. 'Cause we're already on the coverage.

Speaker speaker\_0: Yeah, it is. They are right. They are on your coverage.

Speaker speaker\_1: Oh, okay. So maybe that's where we can find their phone number?

Speaker speaker\_0: I... I can tell you, sir. But I think that's an automatic message that gets sent out to you guys, letting you know that you have until the 31st to make any-

Speaker speaker\_1: Oh, you know what? Can you say first, I guess you guys are calling me again. Let me see. Let me pick up the phone.

Speaker speaker\_0: Hello? Hello? Hello? Huh? Who? I don't know. Door's closed. She's in a green now.