

Transcript: Malcolm

Nash-5722160147513344-5827785909125120

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Welcome to Peaceful Time Benefit and Empowerment. This is Malcolm, how can I help you? Hi, Malcolm. My name is Aisha Cannon. I was calling, um, to make sure that I'm enrolled in benefits. Not enrolled? Not enrolled, or you are enrolled? I'm are enrolled. What staffing company you work for? Megafloor. Last four of your Social? 2722. First name? Aisha. Last name, Cannon. Yeah. Just for security purposes, can you verify your address and date of birth for me? Mm. 206 Gassy Court, LaGrange, North Carolina, 28551. Birth, 10/29/1984. Thank you. So yeah, it looks like you're enrolled in the Industry Plus Enhanced, the Group Accident, the Dental, Short-Term Disability, Critical Illness, Life Insurance, Vision, and a Preventative Care Plan. Okay. Okay, so I got vision, too? Yes, ma'am. Okay. Um, I need... Can you tell me, um, the number that I need to give to my eye doctor, so I can get him, call them and put my benefit? Say that again? Can you, um... I want, um... I don't think I got my, um, insurance card. Um, and I called my eye doctor yesterday, and they told me they needed that, so they can go ahead and put my insurance on file. Okay. You mind if I put you on hold while I get that for you? Okay, that's all right. Thank you. You're welcome. Good evening, Ms. Cannon. Yes, sir? All right. So is godsnewcreation1@gmail.com an email to send your cards to? Yes, sir. All right. So I just sent those to your email. I just sent all your ID cards to you in case you didn't have the other ones as well. Okay. And it should be from a info@benefitsinthecard.com. Sometimes it does go to your spam folder. Yes, sir. Okay. Oop. Yeah, don't be getting no spam for the card thus far. What do we need? Okay. They haven't, they haven't came through yet. You still haven't received it yet? No, sir. I'm looking at, looking at my email in my spam. I haven't got 'em yet. It's godsnewcreation1@gmail.c-....com, correct? Yeah, Gods, G-O-D-S, N-E-W C-R-E-A-T-I-O-N1@gmail.com. Yes, that's the email I sent it to. Maybe it's taking... Maybe it's just taking just a little while for it to come through. Hmm, hmm. Are you on the... Are you looking on your phone while you're on the phone? Yes, sir. I'm looking at it now. Yeah, I'm looking at my phone now. It ain't come through yet. Uh, sometimes it is... it is because if you be on the phone it is... You get some phones that makes it hard to refresh and get, uh, the mail. But say, if you want to give it a minute and come... and call us back if you haven't received it, we can get them resent to you. Yes, sir. That's what I will do. All right. Well, was there anything else I can help you with today, Ms. Cannon? No, sweetheart. That's it. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your day. Thank you. You, too. Thank you. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Welcome to Peaceful Time Benefit and Empowerment. This is Malcolm, how can I help you?

Speaker speaker_2: Hi, Malcolm. My name is Aisha Cannon. I was calling, um, to make sure that I'm enrolled in benefits.

Speaker speaker_1: Not enrolled? Not enrolled, or you are enrolled?

Speaker speaker_2: I'm are enrolled.

Speaker speaker_1: What staffing company you work for?

Speaker speaker_2: Megafloor.

Speaker speaker_1: Last four of your Social?

Speaker speaker_2: 2722.

Speaker speaker_1: First name?

Speaker speaker_2: Aisha. Last name, Cannon. Yeah.

Speaker speaker_1: Just for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Mm. 206 Gassy Court, LaGrange, North Carolina, 28551. Birth, 10/29/1984.

Speaker speaker_1: Thank you. So yeah, it looks like you're enrolled in the Industry Plus Enhanced, the Group Accident, the Dental, Short-Term Disability, Critical Illness, Life Insurance, Vision, and a Preventative Care Plan.

Speaker speaker_2: Okay. Okay, so I got vision, too?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Um, I need... Can you tell me, um, the number that I need to give to my eye doctor, so I can get him, call them and put my benefit?

Speaker speaker_1: Say that again?

Speaker speaker_2: Can you, um... I want, um... I don't think I got my, um, insurance card. Um, and I called my eye doctor yesterday, and they told me they needed that, so they can go ahead and put my insurance on file.

Speaker speaker_1: Okay. You mind if I put you on hold while I get that for you?

Speaker speaker_2: Okay, that's all right.

Speaker speaker_1: Thank you.

Speaker speaker_2: You're welcome.

Speaker speaker_3: Good evening, Ms. Cannon.

Speaker speaker_4: Yes, sir?

Speaker speaker_3: All right. So is godsnewcreation1@gmail.com an email to send your cards to?

Speaker speaker_4: Yes, sir.

Speaker speaker_3: All right. So I just sent those to your email. I just sent all your ID cards to you in case you didn't have the other ones as well.

Speaker speaker_4: Okay.

Speaker speaker_3: And it should be from a info@benefitsinthecard.com. Sometimes it does go to your spam folder.

Speaker speaker_4: Yes, sir. Okay. Oop. Yeah, don't be getting no spam for the card thus far. What do we need? Okay. They haven't, they haven't came through yet.

Speaker speaker_3: You still haven't received it yet?

Speaker speaker_4: No, sir. I'm looking at, looking at my email in my spam. I haven't got 'em yet.

Speaker speaker_3: It's godsnewcreation1@gmail.c-....com, correct?

Speaker speaker_4: Yeah, Gods, G-O-D-S, N-E-W C-R-E-A-T-I-O-N1@gmail.com.

Speaker speaker_3: Yes, that's the email I sent it to.

Speaker speaker_4: Maybe it's taking... Maybe it's just taking just a little while for it to come through. Hmm, hmm.

Speaker speaker_3: Are you on the... Are you looking on your phone while you're on the phone?

Speaker speaker_4: Yes, sir. I'm looking at it now. Yeah, I'm looking at my phone now. It ain't come through yet.

Speaker speaker_3: Uh, sometimes it is... it is because if you be on the phone it is... You get some phones that makes it hard to refresh and get, uh, the mail. But say, if you want to give it a minute and come... and call us back if you haven't received it, we can get them resent to you.

Speaker speaker_4: Yes, sir. That's what I will do.

Speaker speaker_3: All right. Well, was there anything else I can help you with today, Ms. Cannon?

Speaker speaker_4: No, sweetheart. That's it.

Speaker speaker_3: If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your day.

Speaker speaker_4: Thank you. You, too. Thank you. Bye.