

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits . Hello? How can I help you? Oh, I'm sorry, you were replacing- I'm gonna place your card and a message, how can I help you? Uh, yes. Uh, I had called last week because they had just started taking out benefits, uh, because I work through MAU, but the thing about it, um, the only thing they took out was dental, vision and that's it. Not the medical. And, um, I'm trying to figure out, because the young man, I didn't get to write down his name, he said that he was going to check into that because they're supposed to take out the medical, too. Not just, uh, vision and dental. Okay. What's that company you work for? Uh, it's MAU Staffing. Last four of your Social? 0712. First name? Frankie Campbell. How do you s- Excuse me? How do you spell Frankie? It's F-R-A-N-K-I-E. Okay. For security purposes can you verify your address and date of birth for me? Yes. It's 11 Luke Lane, Lot 85, that's Greenville, South Carolina, 29605. And, uh, what else you need? My date of birth? Yes, ma'am. Okay, 11/3/63. Thank you. You got your phone number 864-787-0684? Yes. And your email is c1bird63@yahoo.com? Yes. Thank you. All right. Looks like an outbound call was made on you... Made to you yesterday to advise you that MAU will correct the deductions and they, they are currently active this week. Okay. Okay, so when will I be getting my card or whatever I need? So your ID cards come to one, from one to two weeks from your activation date. Looks like your coverage just became active this past Monday. Okay. So you should expect your ID card physically in one to two weeks. If you need a digital copy, I recommend calling back tomorrow or Friday to see if it's available. Okay then. Okay. Well, I appreciate it. Thank you. No problem, Ms. Campbell. Was there anything else I can help you with today? No, that's it. Okay. Bye-bye. All right. Then if there's nothing else, thank you. You have a great week, Ms. Campbell. Uh-huh, you too.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits .

Speaker speaker_1: Hello?

Speaker speaker_0: How can I help you?

Speaker speaker_1: Oh, I'm sorry, you were replacing-

Speaker speaker_0: I'm gonna place your card and a message, how can I help you?

Speaker speaker_1: Uh, yes. Uh, I had called last week because they had just started taking out benefits, uh, because I work through MAU, but the thing about it, um, the only thing they

took out was dental, vision and that's it. Not the medical. And, um, I'm trying to figure out, because the young man, I didn't get to write down his name, he said that he was going to check into that because they're supposed to take out the medical, too. Not just, uh, vision and dental.

Speaker speaker_0: Okay. What's that company you work for?

Speaker speaker_1: Uh, it's MAU Staffing.

Speaker speaker_0: Last four of your Social?

Speaker speaker_1: 0712.

Speaker speaker_0: First name?

Speaker speaker_1: Frankie Campbell.

Speaker speaker_0: How do you s-

Speaker speaker_1: Excuse me?

Speaker speaker_0: How do you spell Frankie?

Speaker speaker_1: It's F-R-A-N-K-I-E.

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

Speaker speaker_1: Yes. It's 11 Luke Lane, Lot 85, that's Greenville, South Carolina, 29605. And, uh, what else you need? My date of birth?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, 11/3/63.

Speaker speaker_0: Thank you. You got your phone number 864-787-0684?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is c1bird63@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. All right. Looks like an outbound call was made on you... Made to you yesterday to advise you that MAU will correct the deductions and they, they are currently active this week.

Speaker speaker_1: Okay. Okay, so when will I be getting my card or whatever I need?

Speaker speaker_0: So your ID cards come to one, from one to two weeks from your activation date. Looks like your coverage just became active this past Monday.

Speaker speaker_1: Okay.

Speaker speaker_0: So you should expect your ID card physically in one to two weeks. If you need a digital copy, I recommend calling back tomorrow or Friday to see if it's available.

Speaker speaker_1: Okay then. Okay. Well, I appreciate it. Thank you.

Speaker speaker_0: No problem, Ms. Campbell. Was there anything else I can help you with today?

Speaker speaker_1: No, that's it. Okay. Bye-bye.

Speaker speaker_0: All right. Then if there's nothing else, thank you. You have a great week, Ms. Campbell.

Speaker speaker_1: Uh-huh, you too.