

Transcript: Malcolm

Nash-5791027739181056-6515430546423808

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? Hey, Malcolm. This is Anna from APL. Um, how you doing? I'm doing good. How about you? I'm doing good. I have a member on the other end. Um, she needs to speak to someone. She's trying to figure out who... Um, she's trying to figure out who provides their benefits now. Um, she's with CoWorks, but their policy hasn't been active with us since 2022. So I'm not sure who's serving them now. Okay. Give me one moment. Okay. Yeah, so they haven't been with us since 2022 either. Okay. But I do have a phone... I do have a phone number that you can give them. Okay, what's that number? Are you ready? Mm-hmm. It's 833-599-2831. And that's- 833-599-2831? Yes, ma'am. And their, their name is Fundamental Care. Okay. All righty. Well, thank you, Malcolm. No problem. Was there anything else I can help you with today, ma'am? No, that's it. Thanks for calling Benefits in the Card. I hope you have a good rest of your week. All right, you too. Bye-bye. Thank you. 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: Hey, Malcolm. This is Anna from APL. Um, how you doing?

Speaker speaker_1: I'm doing good. How about you?

Speaker speaker_2: I'm doing good. I have a member on the other end. Um, she needs to speak to someone. She's trying to figure out who... Um, she's trying to figure out who provides their benefits now. Um, she's with CoWorks, but their policy hasn't been active with us since 2022. So I'm not sure who's serving them now.

Speaker speaker_1: Okay. Give me one moment.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah, so they haven't been with us since 2022 either.

Speaker speaker_2: Okay.

Speaker speaker_1: But I do have a phone... I do have a phone number that you can give them.

Speaker speaker_2: Okay, what's that number?

Speaker speaker_1: Are you ready?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: It's 833-599-2831. And that's-

Speaker speaker_2: 833-599-2831?

Speaker speaker_1: Yes, ma'am. And their, their name is Fundamental Care.

Speaker speaker_2: Okay. All righty. Well, thank you, Malcolm.

Speaker speaker_1: No problem. Was there anything else I can help you with today, ma'am?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Thanks for calling Benefits in the Card. I hope you have a good rest of your week.

Speaker speaker_2: All right, you too. Bye-bye.

Speaker speaker_1: Thank you. Bye.