

Transcript: Malcolm

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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? Yes, my name is Torshika Taylor. I was calling to check to see when will my benefits be canceled? So, have you already canceled it? Have you already called in to cancel it? Yes, and they asked for me to email some stuff and I emailed it, and I... the man told me 24 to 48 hours, and it's been longer. What staffing company do you work for? MAU. Last four of your social? 8253. First name? Torshika. Last name? Taylor. Okay. For security purposes, can you verify your address and date of birth for me? My address is 133 Thompson Lane, Fairdale, Louisiana 71334. Let me see that address one more time. That's my... my mailing address is 1795 North McDonald Road, Griffin George, 30223. Thank you. Your date of birth? 07/21/1984. Okay. So, we got your phone number at 318-758-4097? Yes. And your email is first name last name@gmail.com? Yes. Yeah. Let's see. So, it looks like, what you sent doesn't qualify as a QLE. He told me to send my marriage license and to send in proof that I was added to my husband's insurance. And that's what I sent. The marriage is not considered a QLE to cancel coverage. If they have coverage- But he told me that was... I've, I've never been married. It's a life changing event. It's considered a life changing event. I got this from the last person that I talked to when she transferred me to a supervisor that told me the exact same thing. Mm. Yeah. Well, based off the review, it doesn't look like it qualifies as a QLE. So, what qualifies as a life changing event? I wouldn't be able to tell you, ma'am, 'cause we're not... we don't handle that here. So, can you connect me to who handles it? Because I sent in the info that I was told to send in. And in the email, it says, "Life changing events, marriage, adoption or having a child after pregnancy, or death are considered life changing events." I have the email. So, you wouldn't be able to speak with the back office and get you a supervisor if you would like. That's fine. Whoever I need to speak to, because I did exactly what I was told to do. All right. You mind if I put you on a brief hold? That's fine. Thank you. That's why you always tell me stuff, then when it come time for you to..... Always. You know what? Don't even worry about it. I'm finna get it. No! Don't even worry about it 'cause I'm tired of this for real. Man. Get your mind checked out, okay? I ain't got shit to do with your goddamned life. What the hell I gotta do with your life? You didn't even know my life before this penis got hit. Now you trying to do..... That's what's going on. That's what's going on. When something got your energy. Okay then. You know. Whatever. You ain't got nothing. You ain't gotta send me nothing. I don't give a damn. You ain't gotta send me nothing. So, \$5350 I didn't get the shit..... No control, no life. Ain't my damn phone. Hey. Hey. Hey, so. Hey, you too. Hey, lady. Hello? So, I actually don't have a supervisor available right now. But as soon as they are available, we'll be giving you a call back. You said what, now? I don't have a supervisor available at the moment. As soon as they are available, they will be giving you a

call back. Do you know how long it's gonna be? Because I'm trying to get this off of my account so they can stop charging me for these. It's been over a week- I feel for you, ma'am. I- ... since I sent them the info that I... So, you're telling me you don't know when I could be able to talk to a supervisor? We don't have one available at the moment, ma'am. Is there anyone else I can talk to besides you? No, ma'am. Because I'm sure you have more than one supervisor that's located at this business. There... We only have-

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: Yes, my name is Torshika Taylor. I was calling to check to see when will my benefits be canceled?

Speaker speaker_1: So, have you already canceled it? Have you already called in to cancel it?

Speaker speaker_2: Yes, and they asked for me to email some stuff and I emailed it, and I... the man told me 24 to 48 hours, and it's been longer.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: MAU.

Speaker speaker_1: Last four of your social?

Speaker speaker_2: 8253.

Speaker speaker_1: First name?

Speaker speaker_2: Torshika.

Speaker speaker_1: Last name?

Speaker speaker_2: Taylor.

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

Speaker speaker_2: My address is 133 Thompson Lane, Fairdale, Louisiana 71334.

Speaker speaker_1: Let me see that address one more time.

Speaker speaker_2: That's my... my mailing address is 1795 North McDonald Road, Griffin George, 30223.

Speaker speaker_1: Thank you. Your date of birth?

Speaker speaker_2: 07/21/1984.

Speaker speaker_1: Okay. So, we got your phone number at 318-758-4097?

Speaker speaker_2: Yes.

Speaker speaker_1: And your email is first name last name@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah. Let's see. So, it looks like, what you sent doesn't qualify as a QLE.

Speaker speaker_2: He told me to send my marriage license and to send in proof that I was added to my husband's insurance. And that's what I sent.

Speaker speaker_1: The marriage is not considered a QLE to cancel coverage. If they have coverage-

Speaker speaker_2: But he told me that was... I've, I've never been married. It's a life changing event. It's considered a life changing event. I got this from the last person that I talked to when she transferred me to a supervisor that told me the exact same thing.

Speaker speaker_1: Mm. Yeah. Well, based off the review, it doesn't look like it qualifies as a QLE.

Speaker speaker_2: So, what qualifies as a life changing event?

Speaker speaker_1: I wouldn't be able to tell you, ma'am, 'cause we're not... we don't handle that here.

Speaker speaker_2: So, can you connect me to who handles it? Because I sent in the info that I was told to send in. And in the email, it says, "Life changing events, marriage, adoption or having a child after pregnancy, or death are considered life changing events." I have the email.

Speaker speaker_1: So, you wouldn't be able to speak with the back office and get you a supervisor if you would like.

Speaker speaker_2: That's fine. Whoever I need to speak to, because I did exactly what I was told to do.

Speaker speaker_1: All right. You mind if I put you on a brief hold?

Speaker speaker_2: That's fine.

Speaker speaker_1: Thank you. That's why you always tell me stuff, then when it come time for you to..... Always. You know what? Don't even worry about it.

Speaker speaker_3: I'm finna get it.

Speaker speaker_2: No! Don't even worry about it 'cause I'm tired of this for real. Man.

Speaker speaker_3: Get your mind checked out, okay?

Speaker speaker_2: I ain't got shit to do with your goddamned life. What the hell I gotta do with your life? You didn't even know my life before this penis got hit. Now you trying to do..... That's what's going on. That's what's going on.

Speaker speaker_3: When something got your energy.

Speaker speaker_2: Okay then. You know. Whatever.

Speaker speaker_3: You ain't got nothing.

Speaker speaker_2: You ain't gotta send me nothing. I don't give a damn. You ain't gotta send me nothing.

Speaker speaker_3: So, \$5350 I didn't get the shit..... No control, no life.

Speaker speaker_2: Ain't my damn phone.

Speaker speaker_3: Hey.

Speaker speaker_2: Hey. Hey, so. Hey, you too.

Speaker speaker_1: Hey, lady.

Speaker speaker_2: Hello?

Speaker speaker_1: So, I actually don't have a supervisor available right now. But as soon as they are available, we'll be giving you a call back.

Speaker speaker_2: You said what, now?

Speaker speaker_1: I don't have a supervisor available at the moment. As soon as they are available, they will be giving you a call back.

Speaker speaker_2: Do you know how long it's gonna be? Because I'm trying to get this off of my account so they can stop charging me for these. It's been over a week-

Speaker speaker_1: I feel for you, ma'am. I-

Speaker speaker_2: ... since I sent them the info that I... So, you're telling me you don't know when I could be able to talk to a supervisor?

Speaker speaker_1: We don't have one available at the moment, ma'am.

Speaker speaker_2: Is there anyone else I can talk to besides you?

Speaker speaker_1: No, ma'am.

Speaker speaker_2: Because I'm sure you have more than one supervisor that's located at this business.

Speaker speaker_1: There... We only have-