

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 Car. This is Malcolm, how can I help you? Yes, sir, Mr. Mal- Malcolm, this is Dexter Smith. I tried to call- Okay. ... about 30 minutes ago and I couldn't hear the representative and I don't know if she could hear me or not, so I'm calling back. Um, I got my phone with me now. I work for, um, MAU and I'm calling because I need to, um, do an open enrollment imperment- impairment. I need to drop some things and keep some things in my packet. Okay, what's the last four of your- what's the last four of your social? 1382. Okay. For security purposes, can you verify your address and date of birth for me? 1141 Highway 134 East. That's in Deleville, Alabama, 36322. My date of birth is 12/11/1980. Thank you. So we got your phone number 334-389-1093? Three... Yes, sir. And we got your email as dexm- uh, dexsmi500@email.com? Yeah. Okay. So it doesn't look like you got that open enrollment just yet. Okay. Well, when I called, the lady told me to call back on the 18th of December. She said it'll be open enrollment through December 18th, 2024 to January the 30th, 2025. And that lady I spoke to at that time, her name was Sarah, and this was on December the 3rd when I called. I'm looking at my notes right here. Yeah, I'm looking at the notes as well. Yeah. Not... So it may use... Renewal isn't until next Mon- until Monday. Until when Monday? It starts Monday. Okay. So I'm gonna have to call back on Monday? Yes, sir. All right. All right. I will call back on the- Is there anything I can help you with today, Mr. Smith? No, I'll just call back on the 23rd, man. And what was your name? Because I think you said Malcolm. Yes, sir. All right. Let's do it, Mr. Matthew. All right. Thanks for calling Benefits in the Car, Mr. Smith. I hope you have a great weekend, man. You too, sir. Bye-bye. Thank you.

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 Car. This is Malcolm, how can I help you?

Speaker speaker_2: Yes, sir, Mr. Mal- Malcolm, this is Dexter Smith. I tried to call-

Speaker speaker_1: Okay.

Speaker speaker_2: ... about 30 minutes ago and I couldn't hear the representative and I don't know if she could hear me or not, so I'm calling back. Um, I got my phone with me now. I work for, um, MAU and I'm calling because I need to, um, do an open enrollment imperment- impairment. I need to drop some things and keep some things in my packet.

Speaker speaker_1: Okay, what's the last four of your- what's the last four of your social?

Speaker speaker_2: 1382.

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

Speaker speaker_2: 1141 Highway 134 East. That's in Deleville, Alabama, 36322. My date of birth is 12/11/1980.

Speaker speaker_1: Thank you. So we got your phone number 334-389-1093?

Speaker speaker_2: Three... Yes, sir.

Speaker speaker_1: And we got your email as dexam- uh, dexsmi500@email.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So it doesn't look like you got that open enrollment just yet.

Speaker speaker_2: Okay. Well, when I called, the lady told me to call back on the 18th of December. She said it'll be open enrollment through December 18th, 2024 to January the 30th, 2025. And that lady I spoke to at that time, her name was Sarah, and this was on December the 3rd when I called. I'm looking at my notes right here.

Speaker speaker_1: Yeah, I'm looking at the notes as well. Yeah. Not... So it may use... Renewal isn't until next Mon- until Monday.

Speaker speaker_2: Until when Monday?

Speaker speaker_1: It starts Monday.

Speaker speaker_2: Okay. So I'm gonna have to call back on Monday?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right. All right. I will call back on the-

Speaker speaker_1: Is there anything I can help you with today, Mr. Smith?

Speaker speaker_2: No, I'll just call back on the 23rd, man. And what was your name? Because I think you said Malcolm.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right. Let's do it, Mr. Matthew.

Speaker speaker_1: All right. Thanks for calling Benefits in the Car, Mr. Smith. I hope you have a great weekend, man.

Speaker speaker_2: You too, sir. Bye-bye.

Speaker speaker_1: Thank you.