

Transcript: Malcolm

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Full Transcript

... benefits in the card. This is Malcolm. How can I help you? Um, yes, sir. My name is Vonda Williams and I have, um, a policy there, a life policy there with, um, through my job and a short-term disability policy. I've been out of work since like November the 18th and I was just trying to figure out what's going on with my premium. Nobody's discussed it with me, so I just want to make sure that it's being paid or how does that go? Which- which staffing company do you work for? Um, I work for ATC in Thomasville. I'm back for the first time. What's the last four of your social? 3759. First name? Vonda, V-O-N-D-A. Vonda as in victory. And for security purposes, can you verify your address and date of birth for me? My address is 708 Marshall Street, Thomasville, Georgia 31792 and my birthday is 10/4/1964. Yes, we got your phone number, 229-712-5974. Correct. And your email is vkwilliams229@gmail.com? Correct. You... So I, our system indicates your coverage ended on 1/5/25 and you got a... And the COVID enrollment started on 1/6/25 and it ended on 1/12/25. Uh, I have no knowledge of none of that... at all. So I need to keep my coverage. How do I do that? So at this point you have to wait until the company open enrollment period or you have to have a qualifying life event, such as marriage and divorce, having or adopting a child or gaining or losing coverage from another carrier in order to get enrolled into the coverage. Not no, not no sickness 'cause I was in the hospital three months. No, ma'am, unfortunately. You're kidding me. Okay then, that's what I needed to know. But how's my policy still active though? It's not. It's not showing as still active, ma'am. It shows that your coverage ended on 1/12/26, I mean 25. Oh. Mm-hmm. Okay, well, thank you. No problem, Ms. Williams. Was there anything else I can help you with?

Conversation Format

Speaker speaker_0: ... benefits in the card. This is Malcolm. How can I help you?

Speaker speaker_1: Um, yes, sir. My name is Vonda Williams and I have, um, a policy there, a life policy there with, um, through my job and a short-term disability policy. I've been out of work since like November the 18th and I was just trying to figure out what's going on with my premium. Nobody's discussed it with me, so I just want to make sure that it's being paid or how does that go?

Speaker speaker_0: Which- which staffing company do you work for?

Speaker speaker_1: Um, I work for ATC in Thomasville. I'm back for the first time.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 3759.

Speaker speaker_0: First name?

Speaker speaker_1: Vonda, V-O-N-D-A. Vonda as in victory.

Speaker speaker_0: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: My address is 708 Marshall Street, Thomasville, Georgia 31792 and my birthday is 10/4/1964.

Speaker speaker_0: Yes, we got your phone number, 229-712-5974.

Speaker speaker_1: Correct.

Speaker speaker_0: And your email is vkwilliams229@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: You... So I, our system indicates your coverage ended on 1/5/25 and you got a... And the COVID enrollment started on 1/6/25 and it ended on 1/12/25.

Speaker speaker_1: Uh, I have no knowledge of none of that... at all. So I need to keep my coverage. How do I do that?

Speaker speaker_0: So at this point you have to wait until the company open enrollment period or you have to have a qualifying life event, such as marriage and divorce, having or adopting a child or gaining or losing coverage from another carrier in order to get enrolled into the coverage.

Speaker speaker_1: Not no, not no sickness 'cause I was in the hospital three months.

Speaker speaker_0: No, ma'am, unfortunately.

Speaker speaker_1: You're kidding me. Okay then, that's what I needed to know. But how's my policy still active though?

Speaker speaker_0: It's not. It's not showing as still active, ma'am. It shows that your coverage ended on 1/12/26, I mean 25.

Speaker speaker_1: Oh. Mm-hmm. Okay, well, thank you.

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