

Transcript: Malcolm

Nash-6081582122090496-4665306455687168

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? Hey, Malcolm. How are you? I'm doing good. How about you? All right. I got a question for you. Yes, ma'am. Um, I am enrolled with NEU, and the one of these benefits I'm concerned about, I'm trying to see, I can't remember what it's for. It says B-I-C-I-D care E-E. What is that? You said ID care? Yes. B-I-C-I-D care E-E. That's how it's on my checks though. So I'm trying to remember what, what I took out for that. I, I can pull up your account. What's the last four of your social? Uh, 9657. First name? Gwendolyn. Last name? James. Okay. For security purposes, can you verify your address and date of birth for me? PO Box 1245 Holly Hill, South Carolina 29059 0717 1957. Thank you. So we got your phone number 843-793-833- 8133. And your email is gwenjames1957@icloud.com? Yes, sir. Thank you. So I would assume that one would be the ID Express, which is the identity fraud protection. Oh. Oh, okay. 'Cause I'm like, is that a medical thing? But that's identity fraud protection. Yes, ma'am. Okay. Is there any other medical things that I've taken out? Looks like you had a preventative care plan, and that's the only medical that you got taken out. That's the only medical plan you got enrolled into. And what is it? The preventative care plan, the MEC standalone. What is... What does that do? So it's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women. Any preventative care coverages. All right. Thank you so much. No problem, Ms. James. Was there anything else I can help you with today? No sir. Thank you. Thanks for calling Benefits in the Car. I hope you have a great holiday. You too. 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: Hey, Malcolm. How are you?

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

Speaker speaker_2: All right. I got a question for you.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Um, I am enrolled with NEU, and the one of these benefits I'm concerned about, I'm trying to see, I can't remember what it's for. It says B-I-C-I-D care E-E. What is that?

Speaker speaker_1: You said ID care?

Speaker speaker_2: Yes. B-I-C-I-D care E-E. That's how it's on my checks though. So I'm trying to remember what, what I took out for that.

Speaker speaker_1: I, I can pull up your account. What's the last four of your social?

Speaker speaker_2: Uh, 9657.

Speaker speaker_1: First name?

Speaker speaker_2: Gwendolyn.

Speaker speaker_1: Last name?

Speaker speaker_2: James.

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

Speaker speaker_2: PO Box 1245 Holly Hill, South Carolina 29059 0717 1957.

Speaker speaker_1: Thank you. So we got your phone number 843-793-833-

Speaker speaker_2: 8133.

Speaker speaker_1: And your email is gwenjames1957@icloud.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you. So I would assume that one would be the ID Express, which is the identity fraud protection.

Speaker speaker_2: Oh. Oh, okay. 'Cause I'm like, is that a medical thing? But that's identity fraud protection.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Is there any other medical things that I've taken out?

Speaker speaker_1: Looks like you had a preventative care plan, and that's the only medical that you got taken out. That's the only medical plan you got enrolled into.

Speaker speaker_2: And what is it?

Speaker speaker_1: The preventative care plan, the MEC standalone.

Speaker speaker_2: What is... What does that do?

Speaker speaker_1: So it's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women. Any preventative care coverages.

Speaker speaker_2: All right. Thank you so much.

Speaker speaker_1: No problem, Ms. James. Was there anything else I can help you with today?

Speaker speaker_2: No sir. Thank you.

Speaker speaker_1: Thanks for calling Benefits in the Car. I hope you have a great holiday.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.