

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits Center Card. This is Malcolm. How can I help you? Hello there. Um, I need to, I need to make a complaint with somebody, please. Say that again now? I said I need to make a complaint to, to a supervisor, please. I've just received a call from my dental. Um, my daughter has an appointment at 12 o'clock today and they told me that she's not on my, um, plan as, as my child, and I double confirmed this. I did it, I put mine, two of my children down in the beginning when I was enrolled. When I called, they told me that unfortunately they missed out my daughter. They said it should be updated in 72 hours, which was last week. Now, they wanna... This is just ridiculous. I have an appointment at 12 o'clock today. All right. What, what staffing company do you work for? TRC. What's the last four of your Social? 4592. You said 4592? Yes. First name? Davina Patterson. Okay. For security purposes, can you verify your address and date of birth for me? 2614 Waverly Hills Drive, Lawrenceville, Georgia 30044. And your date of birth? 3283, 2383. Thank you. So we got a good phone number, 470-808-8493? Yes. And a good email is davina.patterson@protonmail.com? Yes. Thank you. All right. And you said you want to speak with a supervisor? Y- yes, please 'cause I, I don't understand why my daughter's not on here. This is ridiculous now. Um, I'm thinking that mu- you know, this has been updated. She has an appointment at 12 o'clock. She's, she's, she's away. She studies away and this is the only day she can come and get her hair cleaning. So, I don't understand wha- why, you know, they're, they're saying that it's just, there's only one child on my plan when it should be two. Okay. Ma'am, how about you try to breathe for a while? Get them for you? Thank you. Yeah. Oh my god. Thank you for holding. This is Christina. Hi, Christina. How are you? Good. How are you? I'm not too good at the moment. Um, my daughter ha- just been told by we've got three more, two m- what is it? Three more hours... No, two more hours before this dentist appointment, and my daughter is still not on my- on the- on my plan. I don't understand this. What- what- Um- ... issue is here, you know? I've done it- I've done it the first time on enrollment. I've called back to confirm. They told me it wasn't done. They updated it and said, "Give me 72 hours," from last week. She's on- she's in- she's a student. She's in school. She leaves on Sunday. Uh, let's see. So yeah, it looks like we added it la- on the 25th. Um, what I can do is try to reach out to the carrier to see, um... And you called, how did- My insur- the dental- the dentist called over to the insurance to confirm. She's not listed. She has a 12 o'clock appointment in two hours. Okay. So they called today? Yes. No, I think yesterday. Yesterday? Okay. Um, let me reach out to the carrier and see if I can figure out what's going on. Um, but we show on our end that, um, she is listed as a dependent. Um, it's Sade, correct? Yes. Okay. Yeah, uh... So let me double check. If you can, uh, give me maybe 15, 20 minutes, and I'll give you a call back, um, and see what I can do during that time. That's perfect, yes, because I've got to get back on calls. Thank you so much. You're welcome.

Okay. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits Center Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hello there. Um, I need to, I need to make a complaint with somebody, please.

Speaker speaker_0: Say that again now?

Speaker speaker_1: I said I need to make a complaint to, to a supervisor, please. I've just received a call from my dental. Um, my daughter has an appointment at 12 o'clock today and they told me that she's not on my, um, plan as, as my child, and I double confirmed this. I did it, I put mine, two of my children down in the beginning when I was enrolled. When I called, they told me that un- unfortunately they missed out my daughter. They said it should be updated in 72 hours, which was last week. Now, they wanna... This is just ridiculous. I have an appointment at 12 o'clock today.

Speaker speaker_0: All right. What, what staffing company do you work for?

Speaker speaker_1: TRC.

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

Speaker speaker_1: 4592.

Speaker speaker_0: You said 4592?

Speaker speaker_1: Yes.

Speaker speaker_0: First name?

Speaker speaker_1: Davina Patterson.

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

Speaker speaker_1: 2614 Waverly Hills Drive, Lawrenceville, Georgia 30044.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 3283, 2383.

Speaker speaker_0: Thank you. So we got a good phone number, 470-808-8493?

Speaker speaker_1: Yes.

Speaker speaker_0: And a good email is davina.patterson@protonmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. All right. And you said you want to speak with a supervisor?

Speaker speaker_1: Y- yes, please 'cause I, I don't understand why my daughter's not on here. This is ridiculous now. Um, I'm thinking that mu- you know, this has been updated. She has an appointment at 12 o'clock. She's, she's, she's away. She studies away and this is the only day she can come and get her hair cleaning. So, I don't understand wha- why, you know, they're, they're saying that it's just, there's only one child on my plan when it should be two.

Speaker speaker_0: Okay. Ma'am, how about you try to breathe for a while? Get them for you?

Speaker speaker_1: Thank you.

Speaker speaker_0: Yeah.

Speaker speaker_1: Oh my god.

Speaker speaker_2: Thank you for holding. This is Christina.

Speaker speaker_1: Hi, Christina. How are you?

Speaker speaker_2: Good. How are you?

Speaker speaker_1: I'm not too good at the moment. Um, my daughter ha- just been told by we've got three more, two m- what is it? Three more hours... No, two more hours before this dentist appointment, and my daughter is still not on my- on the- on my plan. I don't understand this. What- what-

Speaker speaker_2: Um-

Speaker speaker_1: ... issue is here, you know? I've done it- I've done it the first time on enrollment. I've called back to confirm. They told me it wasn't done. They updated it and said, "Give me 72 hours," from last week. She's on- she's in- she's a student. She's in school. She leaves on Sunday.

Speaker speaker_2: Uh, let's see. So yeah, it looks like we added it la- on the 25th. Um, what I can do is try to reach out to the carrier to see, um... And you called, how did-

Speaker speaker_1: My insur- the dental- the dentist called over to the insurance to confirm. She's not listed. She has a 12 o'clock appointment in two hours.

Speaker speaker_2: Okay. So they called today?

Speaker speaker_1: Yes. No, I think yesterday.

Speaker speaker_2: Yesterday? Okay. Um, let me reach out to the carrier and see if I can figure out what's going on. Um, but we show on our end that, um, she is listed as a dependent. Um, it's Sade, correct?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Yeah, uh... So let me double check. If you can, uh, give me maybe 15, 20 minutes, and I'll give you a call back, um, and see what I can do during that time.

Speaker speaker_1: That's perfect, yes, because I've got to get back on calls. Thank you so much.

Speaker speaker_2: You're welcome.

Speaker speaker_1: Okay. Bye-bye.

Speaker speaker_2: Bye-bye.