

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hello, Malcolm. My name is Shyla. I'm a agent at American Public Life. I have James McHenry- James... ... McHenry on the phone... McHenry on the phone, who's calling in regards to his policy, so I'm going to transfer him over to you so you can better assist him because he wants to reinstate his policy. James, thanks for calling APL and you have a great day. You too, ma'am. Thanks. Goodbye. Hey, Mr. James, what staffing company do you work for? I work for, uh, I don't work for a staffing company. I work for, like, just a regular company. Well, so, what I mean was that, what staffing company did you go through to get the job that you have? Oh, oh, oh. I went through, uh, something called Terra Staffing in Phoenix, Arizona. That's who I went through. Yeah. What's the last four of your Social? Uh, 9940. First name. James. J-A-M-E-S. Last name? McHenry. Capital M-C, capital H-E-N-R-Y. All right. For security purposes, can you verify your address and date of birth for me? Yeah. My birthday is 07/09/1981, that's July 9th, 1981. And my address is 7101 North 19th Avenue, Phoenix, Arizona. Zip code 85021, apartment 388, third floor . I don't think y'all need the floor but, just to let you know that. Yes, sir. I appreciate it. Thanks. So the phone number is 480-742-2937? Yeah. And your email is jayr4@gmail.com? Right. Thank you. All right. So before I can get you reinstated, I'ma have to submit it for an eligibility review. It takes 24 to 48 hours. All right. But once I hear back from them- All right. ... I'll let you know if you're eligible to get back enrolled or not. All right. I appreciate it, man. Thank you very much. No problem, Mr. James. Was there anything else I can help you with today? No, that's good enough there, man. Like, with the... I'll just be on the lookout for your phone calls sometime this week. So, I appreciated what you did for me just now, man, straight up. Thank you. No problem, Mr. James. If there's nothing else, let me... Thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too, man. Have a good day and don't let these callers, uh, stress you out, man. Take it easy. I appreciate that, man. You have a great one. All right.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_1: Hello, Malcolm. My name is Shyla. I'm a agent at American Public Life. I have James McHenry-

Speaker speaker_0: James...

Speaker speaker_1: ... McHenry on the phone... McHenry on the phone, who's calling in regards to his policy, so I'm going to transfer him over to you so you can better assist him because he wants to reinstate his policy. James, thanks for calling APL and you have a great day.

Speaker speaker_2: You too, ma'am.

Speaker speaker_1: Thanks. Goodbye.

Speaker speaker_3: Hey, Mr. James, what staffing company do you work for?

Speaker speaker_2: I work for, uh, I don't work for a staffing company. I work for, like, just a regular company.

Speaker speaker_0: Well, so, what I mean was that, what staffing company did you go through to get the job that you have?

Speaker speaker_2: Oh, oh, oh. I went through, uh, something called Terra Staffing in Phoenix, Arizona. That's who I went through. Yeah.

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

Speaker speaker_2: Uh, 9940.

Speaker speaker_0: First name.

Speaker speaker_2: James. J-A-M-E-S.

Speaker speaker_0: Last name?

Speaker speaker_2: McHenry. Capital M-C, capital H-E-N-R-Y.

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

Speaker speaker_2: Yeah. My birthday is 07/09/1981, that's July 9th, 1981. And my address is 7101 North 19th Avenue, Phoenix, Arizona. Zip code 85021, apartment 388, third floor . I don't think y'all need the floor but, just to let you know that.

Speaker speaker_0: Yes, sir. I appreciate it. Thanks. So the phone number is 480-742-2937?

Speaker speaker_2: Yeah.

Speaker speaker_0: And your email is jayr4@gmail.com?

Speaker speaker_2: Right.

Speaker speaker_0: Thank you. All right. So before I can get you reinstated, I'ma have to submit it for an eligibility review. It takes 24 to 48 hours.

Speaker speaker_2: All right.

Speaker speaker_0: But once I hear back from them-

Speaker speaker_2: All right.

Speaker speaker_0: ... I'll let you know if you're eligible to get back enrolled or not.

Speaker speaker_2: All right. I appreciate it, man. Thank you very much.

Speaker speaker_0: No problem, Mr. James. Was there anything else I can help you with today?

Speaker speaker_2: No, that's good enough there, man. Like, with the... I'll just be on the lookout for your phone calls sometime this week. So, I appreciated what you did for me just now, man, straight up. Thank you.

Speaker speaker_0: No problem, Mr. James. If there's nothing else, let me... Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_2: You too, man. Have a good day and don't let these callers, uh, stress you out, man. Take it easy.

Speaker speaker_0: I appreciate that, man. You have a great one.

Speaker speaker_2: All right.