

Transcript: Malcolm

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Full Transcript

... benefits in the card. This is Malcolm. How can I help you? Yes, Malcolm. I called the other day about my, uh, benefits and, um, 'cause I, it was saying I wasn't enrolled. But I got a, received a voicemail and a text message saying that my stuff was now active. But I called the eye doctor back yesterday to reassure, and they said it's still not going through. It's still saying I'm not active. Okay. What staffing company do you work for? AmericiStaff. What's the last four of your Social? 4080. First name? Harold. For security purposes, can you verify your address and date of birth for me? 104 Garden Drive, Ridgeway, Virginia, 24148. Birthday, April 17th, 1979. So we got your phone number as 224-6079. Correct. And your email is redfawn@gmail.com? Yes, sir. Thank you. Yeah. Let's see here. So it looks like this was... A call was made to you on the 26th. Miss Elizabeth- Yes, I spoke to them before. I was at, I was probably at work, so she left a voice mail. So you're saying they're still saying your coverage just not active? Yes. I called the eye doctor yesterday for them to check it and they said it's still showing not active. Hm. I know the lady said, "Hey," so I gave it a day or whatever, so I don't know. Mm-hmm. So is it showing active when we please? Yes, I'm showing that you have active coverage right now. Okay, but I don't know what's going on. Let's see. Oh. You want us, uh, put you on a brief hold? Go ahead. Thank you. Hey, are you there, Mr. Harold? Yes. Hey, so have you tried reaching out to the carrier? Who, what- I mean, like have you tried reaching out to MetLife directly? Well, the last time I reached out to them, they were saying it wasn't active either. When's the last time you reached, you stepped in? That was, that was like last week or so. All right. So what I'm gonna have to do, I'm gonna have to send an email to the back office and get an investigation- investigation going. I would recommend reaching out to MetLife and seeing if they're still showing inactive in their system. Based off what I'm seeing, it says your first initial call on the 25th- Okay. ... was saying there was nobody under your social security number. So could you verify your social security number for me? 227-414080. Yeah, that's what we have in the system. So I'm gonna go ahead and send a email to the back office and see, and see if we can get an investigation going. And then I would recommend reaching out to MetLife and seeing if they are say- are they still, if they're still saying that you're inactive in their system. Um, and then once you do that, if they say you are inactive you can give us a call back and then we can see what we do, need to do further. Okay. All right. All right. Well, is there anything else that I can help you with today, Mr. Redd? No. Okay. This was ... on benefits in a card. I hope you have a great rest of your week. Yeah.

Conversation Format

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

Speaker speaker_1: Yes, Malcolm. I called the other day about my, uh, benefits and, um, 'cause I, it was saying I wasn't enrolled. But I got a, received a voicemail and a text message saying that my stuff was now active. But I called the eye doctor back yesterday to reassure, and they said it's still not going through. It's still saying I'm not active.

Speaker speaker_0: Okay. What staffing company do you work for?

Speaker speaker_1: AmericiStaff.

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

Speaker speaker_1: 4080.

Speaker speaker_0: First name?

Speaker speaker_1: Harold.

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

Speaker speaker_1: 104 Garden Drive, Ridgeway, Virginia, 24148. Birthday, April 17th, 1979.

Speaker speaker_0: So we got your phone number as 224-6079.

Speaker speaker_1: Correct.

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

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Thank you. Yeah. Let's see here. So it looks like this was... A call was made to you on the 26th. Miss Elizabeth-

Speaker speaker_1: Yes, I spoke to them before. I was at, I was probably at work, so she left a voice mail.

Speaker speaker_0: So you're saying they're still saying your coverage just not active?

Speaker speaker_1: Yes. I called the eye doctor yesterday for them to check it and they said it's still showing not active.

Speaker speaker_0: Hm.

Speaker speaker_1: I know the lady said, "Hey," so I gave it a day or whatever, so I don't know.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So is it showing active when we please?

Speaker speaker_0: Yes, I'm showing that you have active coverage right now.

Speaker speaker_1: Okay, but I don't know what's going on. Let's see. Oh.

Speaker speaker_0: You want us, uh, put you on a brief hold?

Speaker speaker_1: Go ahead.

Speaker speaker_0: Thank you. Hey, are you there, Mr. Harold?

Speaker speaker_1: Yes.

Speaker speaker_0: Hey, so have you tried reaching out to the carrier?

Speaker speaker_1: Who, what-

Speaker speaker_0: I mean, like have you tried reaching out to MetLife directly?

Speaker speaker_1: Well, the last time I reached out to them, they were saying it wasn't active either.

Speaker speaker_0: When's the last time you reached, you stepped in?

Speaker speaker_1: That was, that was like last week or so.

Speaker speaker_0: All right. So what I'm gonna have to do, I'm gonna have to send an email to the back office and get an investigation- investigation going. I would recommend reaching out to MetLife and seeing if they're still showing inactive in their system. Based off what I'm seeing, it says your first initial call on the 25th-

Speaker speaker_1: Okay.

Speaker speaker_0: ... was saying there was nobody under your social security number. So could you verify your social security number for me?

Speaker speaker_1: 227-414080.

Speaker speaker_0: Yeah, that's what we have in the system. So I'm gonna go ahead and send a email to the back office and see, and see if we can get an investigation going. And then I would recommend reaching out to MetLife and seeing if they are say- are they still, if they're still saying that you're inactive in their system. Um, and then once you do that, if they say you are inactive you can give us a call back and then we can see what we do, need to do further.

Speaker speaker_1: Okay.

Speaker speaker_0: All right.

Speaker speaker_1: All right.

Speaker speaker_0: Well, is there anything else that I can help you with today, Mr. Redd?

Speaker speaker_1: No.

Speaker speaker_0: Okay. This was

Speaker speaker_2: ... on benefits in a card. I hope you have a great rest of your week.

Speaker speaker_1: Yeah.