

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits and the card. This is Malcolm. How can I help you? Yes, sir. I have a question. I received a call about the enrollment. I am an employee with Accolade Staffing. I used to have a dental plan last month... last year. And right now, I think they enrolled me on medical. I really don't want a medical. I just want to, uh, have that dental plan again. So I don't, I don't need it. Last four digits? 0272. First name? Zainab. Last name? Al-Basri. For security purposes, can you verify your address and date of birth for me? 126236 New Broken Drive, Houston, Texas 77072. And it's on August 2nd, 1989, my birthday. Thank you. So we got your phone number at 406-6517? Yes, sir. And your email is jkpiers73@gmail.com? No. That's not my email address. My email address is shahinalbasri89@yahoo.com. And actually, I think you guys messed up because I received email with my email address, and I created a password and it says different name. It says Jose Pina or something like this. But this is not my email address. So you said... What was your address? So it's S as in Sam, H as in house, A as in apple, H as in house, E as in elephant, E as in elephant, N as in Nancy, A as in apple, L as in lamb, B as in boy, A as in apple, S as in Sam, R as in Robert, I as in ink. And then 8989, my, uh, birth year, @yahoo.com. So you said it's S as in snake, H as in hotel, A as in apple, H as in hotel, E as in echo, E as in echo, N as in Nancy, A as in apple, L as in lima, B as in bravo, B as in apple, S as in snake, R as in Romeo, I as in igloo, 8989@yahoo.com? No, it's not 8989. It's one time 89. So it's S as in Sam, right? Mm-hmm. S as in Sam. Okay. So S-H-A-H-B-E-N Albasri89@yahoo.com. So only one time. You're saying B as in br... correct? Or B as in Victor? The last one is B as in boy Albasri. Shahina Basri. So it doesn't look like there's like any changes that we made. Looks like you still have the dental only. I have a dental enrollment? No. So you only... You only have dental. That's the only coverage that you have. That is great. That's all I want, to be honest. And this is going to be the same amount that you collected from tick- Mm-hmm. ... and it's going to be the same coverage? Because I did not receive anything, to be honest, like on the mail. Yes, ma'am, you're only enrolled in the dental plan. All right. And can I know more about the coverage? What do you mean? I mean, can I know more about the dental coverage that I have? So you would like me to send you a benefit guide? If you can do that, if you can send me mail, you can send me email. I just need to see the card that I have. I need to see information because I did not receive anything yet. Okay. So you need your ID card, not, not the benefit guide. I need both, sir. I really need to know the benefits that I have for this month, for this year. Okay. You mind if I put you in a brief hold while I get that for you? No. That's okay. Of course it's not. Thank you. Mm-hmm. Hello? Yeah, Ms. How are you doing today? Sir, hello? Uh, you can hear me? Yeah, I can hear you. All right. So I just sent the ID card to you. Okay. Let me tell you something, sir. So since you just put my email address, right, that I was talking to you, you guys send me email. I logged in

with my email address and the password and it showed me a totally different person, Jose Giuliada. Yes, ma'am. Uh, we, we're aware of that issue and it is being investigated by our team. Uh, what does that mean? Does that mean... Then why did you send me the, the card for? I sent it to your... to you to... the email you just gave me, not the one that was on file, not the kjpierrez73- Yeah, but this issue- ... I sent it to you as dejana- ... and this issue... Yeah, I understand, but also... Let me see my email. Also, I want to make sure that my information is not being given different somewhere, like I... Let me see. It's not, ma'am. It's an issue on... It's an issue that's being invi- that's being investigated. And then are they gonna contact me? Are they gonna fix it? Because this is the only account that I can be logged into. So you shouldn't be, you shouldn't be debugging into an account, that account. So the, the one that you sent me, it says, "Affected 24." Are you referring to- Sorry, it says, "Reflections 2020" 2024. Did you notice this? Yes, ma'am. That's your ID. You don't need to use your same ID card, ma'am. You don't... I'm just confused. You don't, you don't receive a new ID card. Is that the same one that they, they're gonna use as a vendor? Do I have a new plan? Because the one that I got is the same, sir. Last, I don't know if you understand what I'm saying. Like, there's a new enrollment. Do I have to enroll again or what it is? What I need to do? No, ma'am. No, ma'am, it rolls over. You don't... You won't get a new ID card, just the same card 'cause it'll be the same information. All it does is roll over into the next year, ma'am. You know, there wouldn't be any new ID card. But what about if I want to add my son to there? How much it's going to be? Can I know details about that? Uh, should be inside the benefits guide that I sent you. Oh, it's gonna tell me right there? Okay. And if I want, decide to spend it to add him I need to call you guys? Yes, ma'am, and then your total would go to \$9.62 if you were to add your child. It will be \$9? It would be \$9.62. Yes, ma'am. Like is it going to add \$9 or it's going to reduce the \$9 because right now they charged me \$14. You shouldn't be getting charged \$14 for the dental. Dental is only \$3.64. How much? So \$3.64. It's that much your dental cost. Oh. Why I have \$14 right here on my paycheck though? Yes, ma'am. And what is the dental? It... Well, it should tell you is- How come- ... VSP Dental going to be \$3.64. Yeah. Three dollars... Okay, can I add my son to that please? You want to do that right now? Yes, please. Okay. All right. So it does take one to two weeks for the changes to happen. It is possible to see the regular deductions under \$3.64, but after two weeks you will see the new change to the nine- No problem. ... \$9.62. So I do need to get your son's information. I'll need a first name, last name, Social Security and a date of birth. Okay, so the first name is, is the same as my email. So the first name is Shahin. So S as in Sam, H as in house, A as in apple, H as in house, E as in elephant, E as in elephant, N as in Nancy. This is the first name, Shahin. And, uh, last name, are you ready for it? Yes, ma'am. It's Al Basri. So it's A as in apple, L, L as in lamb, B as in boy... uh, yeah, B as in boy, A as in apple, S as in Sam, R as in Robert, I as in ink. Shahin Al Basri. The date of birth is going to be on July 22nd, 2014. So 7/22/2014. Let me give you the social. Give me one second. All right, let me see. Social is right here. So the social is going to be 079060840. You said 09060840? Okay. It's only one zero so it's 079060840. Thank you. And the date of birth is 7/22/2014? Mm-hmm. Thank you. All right. I got that in the system, Ms. Arube. Was there anything else I could help you with today? Well, did, did you guys going to send me a new card with his name or how is that gonna be? It will still be under your name. He wouldn't have a card with his own name. But when you... when they run it and the dentist office, they're gonna see his name after two weeks you said, right? Or one week? Yes, ma'am. Two weeks. Okay. Um, thank you so much. Also, the problem, I'm

just worried about it, you said they're gonna investigate it that they can now contact me or I'm going to log in and see it's fixed already? Say that again, ma'am? About the problem that I have online. Are they going to contact me or I'm going to log in later and see it's fixed already? How, how can I make sure it's been fixed? You mind if I put you on a brief hold? No, it's okay. Thank you. Sure. Hey, there, Ms. Arube? Hello? All right. So once the issue's been resolved, we will reach out to you and let you know. All right. Thank you so much. No problem, Ms. Arube. Was there anything else I could help you with today? That's gonna be it for now. Thank you. Have a great day. You too. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: ... benefits and the card. This is Malcolm. How can I help you?

Speaker speaker_2: Yes, sir. I have a question. I received a call about the enrollment. I am an employee with Accolade Staffing. I used to have a dental plan last month... last year. And right now, I think they enrolled me on medical. I really don't want a medical. I just want to, uh, have that dental plan again. So I don't, I don't need it.

Speaker speaker_1: Last four digits?

Speaker speaker_2: 0272.

Speaker speaker_1: First name?

Speaker speaker_2: Zainab.

Speaker speaker_1: Last name?

Speaker speaker_2: Al-Basri.

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

Speaker speaker_2: 126236 New Broken Drive, Houston, Texas 77072. And it's on August 2nd, 1989, my birthday.

Speaker speaker_1: Thank you. So we got your phone number at 406-6517?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And your email is jkpiers73@gmail.com?

Speaker speaker_2: No. That's not my email address. My email address is shahinalbasri89@yahoo.com. And actually, I think you guys messed up because I received email with my email address, and I created a password and it says different name. It says Jose Pina or something like this. But this is not my email address.

Speaker speaker_1: So you said... What was your address?

Speaker speaker_2: So it's S as in Sam, H as in house, A as in apple, H as in house, E as in elephant, E as in elephant, N as in Nancy, A as in apple, L as in lamb, B as in boy, A as in apple, S as in Sam, R as in Robert, I as in ink. And then 8989, my, uh, birth year, @yahoo.com.

Speaker speaker_1: So you said it's S as in snake, H as in hotel, A as in apple, H as in hotel, E as in echo, E as in echo, N as in Nancy, A as in apple, L as in lima, B as in bravo, B as in apple, S as in snake, R as in Romeo, I as in igloo, 8989@yahoo.com?

Speaker speaker_2: No, it's not 8989. It's one time 89. So it's S as in Sam, right?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: S as in Sam. Okay. So S-H-A-H-B-E-N Albasri89@yahoo.com. So only one time.

Speaker speaker_1: You're saying B as in br... correct? Or B as in Victor?

Speaker speaker_2: The last one is B as in boy Albasri. Shahina Basri.

Speaker speaker_1: So it doesn't look like there's like any changes that we made. Looks like you still have the dental only.

Speaker speaker_2: I have a dental enrollment?

Speaker speaker_1: No. So you only... You only have dental. That's the only coverage that you have.

Speaker speaker_2: That is great. That's all I want, to be honest. And this is going to be the same amount that you collected from tick-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... and it's going to be the same coverage? Because I did not receive anything, to be honest, like on the mail.

Speaker speaker_1: Yes, ma'am, you're only enrolled in the dental plan.

Speaker speaker_2: All right. And can I know more about the coverage?

Speaker speaker_1: What do you mean?

Speaker speaker_2: I mean, can I know more about the dental coverage that I have?

Speaker speaker_1: So you would like me to send you a benefit guide?

Speaker speaker_2: If you can do that, if you can send me mail, you can send me email. I just need to see the card that I have. I need to see information because I did not receive anything yet.

Speaker speaker_1: Okay. So you need your ID card, not, not the benefit guide.

Speaker speaker_2: I need both, sir. I really need to know the benefits that I have for this month, for this year.

Speaker speaker_1: Okay. You mind if I put you in a brief hold while I get that for you?

Speaker speaker_2: No. That's okay. Of course it's not.

Speaker speaker_1: Thank you.

Speaker speaker_2: Mm-hmm. Hello?

Speaker speaker_1: Yeah, Ms. How are you doing today?

Speaker speaker_2: Sir, hello?

Speaker speaker_1: Uh, you can hear me?

Speaker speaker_2: Yeah, I can hear you.

Speaker speaker_1: All right. So I just sent the ID card to you.

Speaker speaker_2: Okay. Let me tell you something, sir. So since you just put my email address, right, that I was talking to you, you guys send me email. I logged in with my email address and the password and it showed me a totally different person, Jose Guardiola.

Speaker speaker_1: Yes, ma'am. Uh, we, we're aware of that issue and it is being investigated by our team.

Speaker speaker_2: Uh, what does that mean? Does that mean... Then why did you send me the, the card for?

Speaker speaker_1: I sent it to your... to you to... the email you just gave me, not the one that was on file, not the kjpierrez73-

Speaker speaker_2: Yeah, but this issue-

Speaker speaker_1: ... I sent it to you as dejana-

Speaker speaker_2: ... and this issue... Yeah, I understand, but also... Let me see my email. Also, I want to make sure that my information is not being given different somewhere, like I... Let me see.

Speaker speaker_1: It's not, ma'am. It's an issue on... It's an issue that's being invi- that's being investigated.

Speaker speaker_2: And then are they gonna contact me? Are they gonna fix it? Because this is the only account that I can be logged into.

Speaker speaker_1: So you shouldn't be, you shouldn't be debugging into an account, that account.

Speaker speaker_2: So the, the one that you sent me, it says, "Affected 24."

Speaker speaker_1: Are you referring to-

Speaker speaker_2: Sorry, it says, "Reflections 2020" 2024. Did you notice this?

Speaker speaker_1: Yes, ma'am. That's your ID. You don't need to use your same ID card, ma'am. You don't... I'm just confused. You don't, you don't receive a new ID card.

Speaker speaker_2: Is that the same one that they, they're gonna use as a vendor? Do I have a new plan? Because the one that I got is the same, sir. Last, I don't know if you understand what I'm saying. Like, there's a new enrollment. Do I have to enroll again or what it is? What I need to do?

Speaker speaker_1: No, ma'am. No, ma'am, it rolls over. You don't... You won't get a new ID card, just the same card 'cause it'll be the same information. All it does is roll over into the next year, ma'am. You know, there wouldn't be any new ID card.

Speaker speaker_2: But what about if I want to add my son to there? How much it's going to be? Can I know details about that?

Speaker speaker_1: Uh, should be inside the benefits guide that I sent you.

Speaker speaker_2: Oh, it's gonna tell me right there? Okay. And if I want, decide to spend it to add him I need to call you guys?

Speaker speaker_1: Yes, ma'am, and then your total would go to \$9.62 if you were to add your child.

Speaker speaker_2: It will be \$9?

Speaker speaker_1: It would be \$9.62. Yes, ma'am.

Speaker speaker_2: Like is it going to add \$9 or it's going to reduce the \$9 because right now they charged me \$14.

Speaker speaker_1: You shouldn't be getting charged \$14 for the dental. Dental is only \$3.64.

Speaker speaker_2: How much?

Speaker speaker_1: So \$3.64. It's that much your dental cost.

Speaker speaker_2: Oh. Why I have \$14 right here on my paycheck though?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: And what is the dental?

Speaker speaker_1: It... Well, it should tell you is-

Speaker speaker_2: How come-

Speaker speaker_1: ... VSP Dental going to be \$3.64.

Speaker speaker_2: Yeah. Three dollars... Okay, can I add my son to that please?

Speaker speaker_1: You want to do that right now?

Speaker speaker_2: Yes, please.

Speaker speaker_1: Okay. All right. So it does take one to two weeks for the changes to happen. It is possible to see the regular deductions under \$3.64, but after two weeks you will see the new change to the nine-

Speaker speaker_2: No problem.

Speaker speaker_1: ... \$9.62. So I do need to get your son's information. I'll need a first name, last name, Social Security and a date of birth.

Speaker speaker_2: Okay, so the first name is, is the same as my email. So the first name is Shahin. So S as in Sam, H as in house, A as in apple, H as in house, E as in elephant, E as in elephant, N as in Nancy. This is the first name, Shahin. And, uh, last name, are you ready for it?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: It's Al Basri. So it's A as in apple, L, L as in lamb, B as in boy... uh, yeah, B as in boy, A as in apple, S as in Sam, R as in Robert, I as in ink. Shahin Al Basri. The date of birth is going to be on July 22nd, 2014. So 7/22/2014. Let me give you the social. Give me one second. All right, let me see. Social is right here. So the social is going to be 079060840.

Speaker speaker_1: You said 09060840?

Speaker speaker_2: Okay. It's only one zero so it's 079060840.

Speaker speaker_1: Thank you. And the date of birth is 7/22/2014?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Thank you.

Speaker speaker_2: All right.

Speaker speaker_1: I got that in the system, Ms. Arube. Was there anything else I could help you with today?

Speaker speaker_2: Well, did, did you guys going to send me a new card with his name or how is that gonna be?

Speaker speaker_1: It will still be under your name. He wouldn't have a card with his own name.

Speaker speaker_2: But when you... when they run it and the dentist office, they're gonna see his name after two weeks you said, right? Or one week?

Speaker speaker_1: Yes, ma'am. Two weeks.

Speaker speaker_2: Okay. Um, thank you so much. Also, the problem, I'm just worried about it, you said they're gonna investigate it that they can now contact me or I'm going to log in and see it's fixed already?

Speaker speaker_1: Say that again, ma'am?

Speaker speaker_2: About the problem that I have online. Are they going to contact me or I'm going to log in later and see it's fixed already? How, how can I make sure it's been fixed?

Speaker speaker_1: You mind if I put you on a brief hold?

Speaker speaker_2: No, it's okay.

Speaker speaker_1: Thank you.

Speaker speaker_2: Sure.

Speaker speaker_1: Hey, there, Ms. Arube?

Speaker speaker_2: Hello?

Speaker speaker_1: All right. So once the issue's been resolved, we will reach out to you and let you know.

Speaker speaker_2: All right. Thank you so much.

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

Speaker speaker_2: That's gonna be it for now. Thank you. Have a great day.

Speaker speaker_1: You too. Thank you.