

Transcript: Malcolm

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Full Transcript

... about benefits in the card. This is Malcolm. How can I help you? Yeah, hi. Um, I've had your insurance for a while, and I'm filling out some paperwork, and I need to know when, um, my policy started. What, what staffing company do you work for? The company is Lenovo. I need the n-... the name of the actual staffing company that you went through to get that job. Oh, TRC. TRC Staffing, thank you. What's the last four of your social? 9034. First name? William. Last name? Luman, L-U-M-A-N. All right. For security purposes, can you verify your address for me? I'm sorry, you're breaking up. What'd you say? For s-... for security purposes, can you verify your address and date of birth for me? Okay. Address, 3714 Anita Lane, Greensboro, North Carolina 27405. Uh, birthday, January 4th, 1958. Thank you. All right. So it looks like your current enrollment, it started on 10/7/24. Okay. 10/7/24. And that included the drug prescriptions, right? What do you mean the drug prescriptions? You mean it, it includes- Huh? So the, the plan that you have, the VIP Plus, that includes prescription, is doctors, hospitals- Right. ... and prescriptions. Yes, sir. Okay. That's all I needed to know. So 10/7/24. Yes, sir. Okay. All right, thanks. No problem, Mr. Luman. Was there anything else I could help you with today? No, that's it. All right. Well, thanks for calling Benefits in the Card. I hope you have a great rest of your week. All right, you too. Thank you.

Conversation Format

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

Speaker speaker_1: Yeah, hi. Um, I've had your insurance for a while, and I'm filling out some paperwork, and I need to know when, um, my policy started.

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

Speaker speaker_1: The company is Lenovo.

Speaker speaker_0: I need the n-... the name of the actual staffing company that you went through to get that job.

Speaker speaker_1: Oh, TRC.

Speaker speaker_0: TRC Staffing, thank you. What's the last four of your social?

Speaker speaker_1: 9034.

Speaker speaker_0: First name?

Speaker speaker_1: William.

Speaker speaker_0: Last name?

Speaker speaker_1: Luman, L-U-M-A-N.

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

Speaker speaker_1: I'm sorry, you're breaking up. What'd you say?

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

Speaker speaker_1: Okay. Address, 3714 Anita Lane, Greensboro, North Carolina 27405. Uh, birthday, January 4th, 1958.

Speaker speaker_0: Thank you. All right. So it looks like your current enrollment, it started on 10/7/24.

Speaker speaker_1: Okay. 10/7/24. And that included the drug prescriptions, right?

Speaker speaker_0: What do you mean the drug prescriptions? You mean it, it includes-

Speaker speaker_1: Huh?

Speaker speaker_0: So the, the plan that you have, the VIP Plus, that includes prescription, is doctors, hospitals-

Speaker speaker_1: Right.

Speaker speaker_0: ... and prescriptions. Yes, sir.

Speaker speaker_1: Okay. That's all I needed to know. So 10/7/24.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. All right, thanks.

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

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right. Well, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_1: All right, you too.

Speaker speaker_0: Thank you.