

Transcript: Malcolm

Nash-6343062412804096-5493373835624448

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Morning. My name is Floribert Mwambutsa. How can I help you, sir? Hello. How can I help you, sir? Okay. Okay. I have medical insurance. I have Medicaid. But also in surge, they charge me other money for, for insurance. So- Yes, sir. ... I want, I, I want to stop charging, charging double. You said "surge"? I'm saying, I'm a staff of, of SURG, SURG Staffing. I'm working in White Castle Vandalia. Sorry for bad voice because I feel the, the cough and the, and the, and the, and the, and the blocked nose. So- What staffing company do you work for, sir? Uh, um, I'm at a... I'm machine operator. What staffing company, sir? Uh, the, the, the company I work is Home. Yes. I work in White Castle Vandalia. Hmm. What staffing company did you go through to get that job? Uh, SURG Staffing. Right. What's the last four of your social? My Social Security? The last four. Uh, 9362. You said 9362? Yeah. First name? Mm. First name is Floribert. F-L-O-R-B-E-R-T. Is that your first name or your last name? My last name is M-W-A-M-B-U-T-S-A, Mwambutsa. You said the last four is 9362? My phone is 3... My phone number? I need the last four s-... All right, the last four numbers of your social, sir. Oh, it's 6293. Oh, oh, sorry, sorry. 66- uh, I can check, I can check, I can check. My social is... Social Security. Uh, one moment please. One, one minute. My social, I check the picture in my phone, please. Okay. Just one moment. Ah, 9263. The last number, 9263. Hello? Yes, sir. I'm saying my for- For security purposes, can you verify your address and date of birth for me? Please come again? For security purposes, can you verify your address and date of birth for me? Uh, phone number or Social Security? Can you verify your address and date of birth for me? So, my address has changed. Last time, I was at my brother at Yuba Height. But for now, I'm in 201 W Parkhill Drive. But could you verify with your full social? My full social is 6061-96-9263. Thank you. You are welcome. So what was your new address, 'cause we have a 6402 Harvest Meadows D- Drive. Is that our old address? Yes, that's... Yes. If you want to can, continue because it's for my brother and we work together. Is him who yesterday has bring me the, the, the envelope, the letter you have sent to me. If you want to can, you can, you, you, you can change address or if you don't want to, you can delete them like that. I can save the address for you. N- my new address? Yeah, what's your new address? Okay. 201... Mm-hmm. 20, 201 W Parkhill Drive. You said Parkhill Drive? Yes. 201 W Parkhill Drive. In the city? Uh, it's in Dayton. In the state? Ohio. Zip code? Uh, zip code? Uh, zip code is, uh, 45-45454-05. 45454- Your date of birth? ... 05. Please come again? Your date of birth? 11-... first, oh sorry, first January 194... 1984. Thank you. So we got a good phone number at 613-6125? Yes. 937-613-6125. All right. I got that canceled for you, Mr. Florberg. Just be advised that the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks, but after two weeks you shouldn't receive any more

deductions. Please come again? Sorry. I said that I canceled that for you. Please be advised that the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks, but after two weeks you should no longer see any deductions. I will, I, I, I will no longer for such. After two weeks. Yes, I know. Yes, sir. But you can change and don't charge me for this last, this week, uh, uh, uh, this, this, this week we are in. It is possible to see deductions this week, sir. After two weeks you should no longer see deductions. Yes, I know. I know because it will be three months for such. Was there anything else that I can help with today, Mr. Florberg? Uh... I don't know. No, no. Thank you. All right. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your day. Thank you. But, but I think you have already changed. Say that again? Have you changed, have you changed to do not charge me two times insurance because I have made great- I've already canceled it, sir. Okay, thank you. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your day. Have a new day... Have, have a good day. Thank you.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_2: Morning. My name is Floribert Mwambutsa.

Speaker speaker_1: How can I help you, sir?

Speaker speaker_2: Hello.

Speaker speaker_1: How can I help you, sir?

Speaker speaker_2: Okay. Okay. I have medical insurance. I have Medicaid. But also in surge, they charge me other money for, for insurance. So-

Speaker speaker_1: Yes, sir.

Speaker speaker_2: ... I want, I, I want to stop charging, charging double.

Speaker speaker_1: You said "surge"?

Speaker speaker_2: I'm saying, I'm a staff of, of SURG, SURG Staffing. I'm working in White Castle Vandalia. Sorry for bad voice because I feel the, the cough and the, and the, and the, and the blocked nose. So-

Speaker speaker_1: What staffing company do you work for, sir?

Speaker speaker_2: Uh, um, I'm at a... I'm machine operator.

Speaker speaker_1: What staffing company, sir?

Speaker speaker_2: Uh, the, the, the company I work is Home.

Speaker speaker_1: Yes.

Speaker speaker_2: I work in White Castle Vandalia.

Speaker speaker_1: Hmm. What staffing company did you go through to get that job?

Speaker speaker_2: Uh, SURG Staffing.

Speaker speaker_1: Right. What's the last four of your social?

Speaker speaker_2: My Social Security?

Speaker speaker_1: The last four.

Speaker speaker_2: Uh, 9362.

Speaker speaker_1: You said 9362?

Speaker speaker_2: Yeah.

Speaker speaker_1: First name?

Speaker speaker_2: Mm. First name is Floribert. F-L-O-R-B-E-R-T.

Speaker speaker_1: Is that your first name or your last name?

Speaker speaker_2: My last name is M-W-A-M-B-U-T-S-A, Mwambutsa.

Speaker speaker_1: You said the last four is 9362?

Speaker speaker_2: My phone is 3... My phone number?

Speaker speaker_1: I need the last four s-... All right, the last four numbers of your social, sir.

Speaker speaker_2: Oh, it's 6293. Oh, oh, sorry, sorry. 66- uh, I can check, I can check, I can check. My social is... Social Security. Uh, one moment please. One, one minute. My social, I check the picture in my phone, please. Okay. Just one moment. Ah, 9263. The last number, 9263. Hello?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: I'm saying my for-

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

Speaker speaker_2: Please come again?

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

Speaker speaker_2: Uh, phone number or Social Security?

Speaker speaker_1: Can you verify your address and date of birth for me?

Speaker speaker_2: So, my address has changed. Last time, I was at my brother at Yuba Height. But for now, I'm in 201 W Parkhill Drive.

Speaker speaker_1: But could you verify with your full social?

Speaker speaker_2: My full social is 6061-96-9263.

Speaker speaker_1: Thank you.

Speaker speaker_2: You are welcome.

Speaker speaker_1: So what was your new address, 'cause we have a 6402 Harvest Meadows D- Drive. Is that our old address?

Speaker speaker_2: Yes, that's... Yes. If you want to can, continue because it's for my brother and we work together. Is him who yesterday has bring me the, the, the envelope, the letter you have sent to me. If you want to can, you can, you, you, you can change address or if you don't want to, you can delete them like that.

Speaker speaker_1: I can save the address for you.

Speaker speaker_2: N- my new address?

Speaker speaker_1: Yeah, what's your new address?

Speaker speaker_2: Okay. 201...

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: 20, 201 W Parkhill Drive.

Speaker speaker_1: You said Parkhill Drive?

Speaker speaker_2: Yes. 201 W Parkhill Drive.

Speaker speaker_1: In the city?

Speaker speaker_2: Uh, it's in Dayton.

Speaker speaker_1: In the state?

Speaker speaker_2: Ohio.

Speaker speaker_1: Zip code?

Speaker speaker_2: Uh, zip code? Uh, zip code is, uh, 45- 45454-05. 45454-

Speaker speaker_1: Your date of birth?

Speaker speaker_2: ... 05. Please come again?

Speaker speaker_1: Your date of birth?

Speaker speaker_2: 11-... first, oh sorry, first January 194... 1984.

Speaker speaker_1: Thank you. So we got a good phone number at 613-6125?

Speaker speaker_2: Yes. 937-613-6125.

Speaker speaker_1: All right. I got that canceled for you, Mr. Florberg. Just be advised that the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks, but after two weeks you shouldn't receive any more deductions.

Speaker speaker_2: Please come again? Sorry.

Speaker speaker_1: I said that I canceled that for you. Please be advised that the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks, but after two weeks you should no longer see any deductions.

Speaker speaker_2: I will, I, I, I will no longer for such.

Speaker speaker_1: After two weeks.

Speaker speaker_2: Yes, I know.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: But you can change and don't charge me for this last, this week, uh, uh, uh, this, this, this week we are in.

Speaker speaker_1: It is possible to see deductions this week, sir. After two weeks you should no longer see deductions.

Speaker speaker_2: Yes, I know. I know because it will be three months for such.

Speaker speaker_1: Was there anything else that I can help with today, Mr. Florberg?

Speaker speaker_2: Uh... I don't know. No, no. Thank you.

Speaker speaker_1: All right. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your day.

Speaker speaker_2: Thank you. But, but I think you have already changed.

Speaker speaker_1: Say that again?

Speaker speaker_2: Have you changed, have you changed to do not charge me two times insurance because I have made great-

Speaker speaker_1: I've already canceled it, sir.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your day.

Speaker speaker_2: Have a new day... Have, have a good day.

Speaker speaker_1: Thank you.