

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Yeah, my name is Reginald Hargrove. I was working with the resource at. So I had insurance for dental and vision, and I just wanted to know if y'all had cancelled that. You're breaking up, sir. I know. I'm trying not to, but, uh... Well, uh, I heard you worked with a resource. I didn't hear anything that you said after that. Oh, hold on one second. Are you with me? Yes, sir. Yeah. I did have dental and vision coverage when I was working at the other spot but like I said, I'm no longer at that assignment, so I just wanted to know if y'all canceled that. Uh, what's the last four of your social? 2440. First name? Reginald. Last name? Hargrove. H-A-R-G-R-O-V-E. Oh, for security purposes, can you verify your address and date of birth for me? 3662, 406, apartment D as in dog, Montrose Drive, Greensboro, North Carolina, 27407. Thank you. Yeah, so it looks like your coverage ended on 2-3... uh, 2/23/25. Okay, that's cool. If I get another assignment, I'll go ahead and see what I'm gonna do in the future. All right. Well, was there anything else I can help you with today, Mr. Hargrove? No, that's fine. I appreciate it. Thanks. Have a good day. All right. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Yeah, my name is Reginald Hargrove. I was working with the resource at. So I had insurance for dental and vision, and I just wanted to know if y'all had cancelled that.

Speaker speaker_0: You're breaking up, sir.

Speaker speaker_1: I know. I'm trying not to, but, uh...

Speaker speaker_0: Well, uh, I heard you worked with a resource. I didn't hear anything that you said after that.

Speaker speaker_1: Oh, hold on one second. Are you with me?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yeah. I did have dental and vision coverage when I was working at the other spot but like I said, I'm no longer at that assignment, so I just wanted to know if y'all canceled that.

Speaker speaker_0: Uh, what's the last four of your social?

Speaker speaker_1: 2440.

Speaker speaker_0: First name?

Speaker speaker_1: Reginald.

Speaker speaker_0: Last name?

Speaker speaker_1: Hargrove. H-A-R-G-R-O-V-E.

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

Speaker speaker_1: 3662, 406, apartment D as in dog, Montrose Drive, Greensboro, North Carolina, 27407.

Speaker speaker_0: Thank you. Yeah, so it looks like your coverage ended on 2-3... uh, 2/23/25.

Speaker speaker_1: Okay, that's cool. If I get another assignment, I'll go ahead and see what I'm gonna do in the future.

Speaker speaker_0: All right. Well, was there anything else I can help you with today, Mr. Hargrove?

Speaker speaker_1: No, that's fine. I appreciate it. Thanks. Have a good day.

Speaker speaker_0: All right. You too. Thank you.