

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, Malcolm. My name is Robin McRae and I was calling to make a payment. I'm not sure if last week was my last week or this week is the last week that I'm supposed to be making my payments before I switch over. All right. What staffing company you work for? Mega Staff... Me- um, Mega 4 Staffing. Last four of your Social? 9-3-0-6. You said 5-3-0-6? 9-3-0-6. First name? Robin. Last name? McRae. M-C-capital R-A-E. All right. For security purposes, can you verify your address and date of birth for me? My address is 503 Suwannee Street, Apartment 4F, Bennettsville, South Carolina 29512. And that date of birth is May 15th, 1979. Thank you. So your last week would've actually been last week, so at this point you wouldn't be able to make a direct payment. Okay. 'Cause I'm, I'm... I couldn't remember if it was last week or this week and the lady said I'm supposed to get something in the mail from... Oh, goodness. Another insurance company or something offering me some benefits to keep the insurance that I have. Mm-hmm. You must be referring to COBRA. Now, I wouldn't know anything about- Yeah. ... COBRA. That would be something you, you speak with 90 Degree Benefits about. Do you have a number for them or... Yes, ma'am. Whenever you're ready. Let me pull over. I'm ready. It's 1-800-833- 1-800... ... 4296. 833-42... Uh-oh. 4296. 423- You want to hit option one to speak with a representative. Okay. Okay. We can help you out. And when I, when I call them, I will tell them I was... When I call them, I'll tell them... Go ahead. Mm-hmm. No, you, you're fine, ma'am. What would... What would I call them and tell them? I want to keep the same insurance I have or? You would just mention COBRA. I wouldn't know exactly what you told them, would tell them because we don't do anything with COBRA here. But you would just mention COBRA to them and they should be able to assist you. All right. Thank you. No problem. You have a great day, Miss Robin. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Malcolm. My name is Robin McRae and I was calling to make a payment. I'm not sure if last week was my last week or this week is the last week that I'm supposed to be making my payments before I switch over.

Speaker speaker_0: All right. What staffing company you work for?

Speaker speaker_1: Mega Staff... Me- um, Mega 4 Staffing.

Speaker speaker_0: Last four of your Social?

Speaker speaker_1: 9-3-0-6.

Speaker speaker_0: You said 5-3-0-6?

Speaker speaker_1: 9-3-0-6.

Speaker speaker_0: First name?

Speaker speaker_1: Robin.

Speaker speaker_0: Last name?

Speaker speaker_1: McRae. M-C-capital R-A-E.

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

Speaker speaker_1: My address is 503 Suwannee Street, Apartment 4F, Bennettsville, South Carolina 29512. And that date of birth is May 15th, 1979.

Speaker speaker_0: Thank you. So your last week would've actually been last week, so at this point you wouldn't be able to make a direct payment.

Speaker speaker_1: Okay. 'Cause I'm, I'm... I couldn't remember if it was last week or this week and the lady said I'm supposed to get something in the mail from... Oh, goodness. Another insurance company or something offering me some benefits to keep the insurance that I have.

Speaker speaker_0: Mm-hmm. You must be referring to COBRA. Now, I wouldn't know anything about-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... COBRA. That would be something you, you speak with 90 Degree Benefits about.

Speaker speaker_1: Do you have a number for them or...

Speaker speaker_0: Yes, ma'am. Whenever you're ready.

Speaker speaker_1: Let me pull over. I'm ready.

Speaker speaker_0: It's 1-800-833-

Speaker speaker_1: 1-800...

Speaker speaker_0: ... 4296.

Speaker speaker_1: 833-42... Uh-oh.

Speaker speaker_0: 4296.

Speaker speaker_1: 423-

Speaker speaker_0: You want to hit option one to speak with a representative.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. We can help you out.

Speaker speaker_1: And when I, when I call them, I will tell them I was... When I call them, I'll tell them... Go ahead.

Speaker speaker_0: Mm-hmm. No, you, you're fine, ma'am.

Speaker speaker_1: What would... What would I call them and tell them? I want to keep the same insurance I have or?

Speaker speaker_0: You would just mention COBRA. I wouldn't know exactly what you told them, would tell them because we don't do anything with COBRA here. But you would just mention COBRA to them and they should be able to assist you.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: No problem. You have a great day, Miss Robin.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye-bye.