

Transcript: Malcolm

Nash-6433210846101504-5252133829951488

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? Good morning. How are you, Mal... I can barely hear you, sir. How can I help you? Yeah, uh, good morning. Can you hear me? This is Malcolm with Benefits in the Car. How can I help you? Good now- morning, Malcolm. Can you hear me? Yes, sir. How can I help you? Yeah, should I apply for PCI? And, uh, I want to update my information. Last time they requested me, they sent for my wife's. And I want to check, provide that information and check the date of my application. Are you, are you referring to health insurance or to a job application? No, health insurance. Ms. Occuport Global. What staffing company do you work for? Occuport. The last four of your Social? 2837. You said 2837? Yes. First name? Abubakar. Last name? Ibnault. Okay. For security purposes, can you verify your address and date of birth for me? Yeah, it's 110174.5 Austin, Texas 78726. And date of birth? Uh, January, January 10, 1981. Thank you. So we got your phone number, 512-987-4881. Correct. And then the email is ababkr2222@gmail.com. Correct. Thank you. Yeah, so it looks like you got enrolled into the Insurance Plus Basic and Addendsal for you and your family. Yeah. The coverage won't become active- Yeah. ... January 6th. Yeah, but last time they requested the SSN for my spouse. Yeah. Uh, I didn't have that number. So- Oh, you want to, you want to put in social security numbers? Yeah, for my spouse. Okay. I'm ready whenever you are. Yeah, I'm ready. All right. What's the number? It is 391- 391- ... 69- ... 69- ... 7621. You said 391-69-7621? Exactly. And then do you have the child's Social Security as well? Not yet. Okay. So is that okay? Yes, sir. You can just call back. To be wrong? Yes, sir. You can just call back whenever you get that information. Okay. Thank you. Have a good one. You too. 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 Car. This is Malcolm, how can I help you?

Speaker speaker_2: Good morning. How are you, Mal...

Speaker speaker_1: I can barely hear you, sir. How can I help you?

Speaker speaker_2: Yeah, uh, good morning. Can you hear me?

Speaker speaker_1: This is Malcolm with Benefits in the Car. How can I help you?

Speaker speaker_2: Good now- morning, Malcolm. Can you hear me?

Speaker speaker_1: Yes, sir. How can I help you?

Speaker speaker_2: Yeah, should I apply for PCI? And, uh, I want to update my information. Last time they requested me, they sent for my wife's. And I want to check, provide that information and check the date of my application.

Speaker speaker_1: Are you, are you referring to health insurance or to a job application?

Speaker speaker_2: No, health insurance. Ms. Occuport Global.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Occuport.

Speaker speaker_1: The last four of your Social?

Speaker speaker_2: 2837.

Speaker speaker_1: You said 2837?

Speaker speaker_2: Yes.

Speaker speaker_1: First name?

Speaker speaker_2: Abubakar.

Speaker speaker_1: Last name?

Speaker speaker_2: Ibnault.

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

Speaker speaker_2: Yeah, it's 110174.5 Austin, Texas 78726.

Speaker speaker_1: And date of birth?

Speaker speaker_2: Uh, January, January 10, 1981.

Speaker speaker_1: Thank you. So we got your phone number, 512-987-4881.

Speaker speaker_2: Correct.

Speaker speaker_1: And then the email is ababkr2222@gmail.com.

Speaker speaker_2: Correct.

Speaker speaker_1: Thank you. Yeah, so it looks like you got enrolled into the Insurance Plus Basic and Addendsal for you and your family.

Speaker speaker_2: Yeah.

Speaker speaker_1: The coverage won't become active-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... January 6th.

Speaker speaker_2: Yeah, but last time they requested the SSN for my spouse.

Speaker speaker_1: Yeah.

Speaker speaker_2: Uh, I didn't have that number. So-

Speaker speaker_1: Oh, you want to, you want to put in social security numbers?

Speaker speaker_2: Yeah, for my spouse.

Speaker speaker_1: Okay. I'm ready whenever you are.

Speaker speaker_2: Yeah, I'm ready.

Speaker speaker_1: All right. What's the number?

Speaker speaker_2: It is 391-

Speaker speaker_1: 391-

Speaker speaker_2: ... 69-

Speaker speaker_1: ... 69-

Speaker speaker_2: ... 7621.

Speaker speaker_1: You said 391-69-7621?

Speaker speaker_2: Exactly.

Speaker speaker_1: And then do you have the child's Social Security as well?

Speaker speaker_2: Not yet.

Speaker speaker_1: Okay.

Speaker speaker_2: So is that okay?

Speaker speaker_1: Yes, sir. You can just call back.

Speaker speaker_2: To be wrong?

Speaker speaker_1: Yes, sir. You can just call back whenever you get that information.

Speaker speaker_2: Okay. Thank you. Have a good one.

Speaker speaker_1: You too. Thank you.