

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits on Demand. This is Malcolm. How can I help you? Hi. Um, my name is Stephanie. I'm with American Public Life and we have a mutual client that we got, um, a phone call from a gun range that said that they got the dental card for this employee. And so I wanted to call and see... we need to correct the address, so I wanted to let y'all know we have a wrong address. Okay. Uh, what's your name of the member? Uh, my name is Stephanie. I'm with American Public Life. So we're like the PPA for BIC. Like we do the dental hospital indemnity. Yes, ma'am. And if you need the member, um, let me check. Yes, ma'am. I'll get that for the member. Yeah, whatever we can. Let me get that Social. Is, is it easiest to look up by Social? Um, usually I just do the last four. We just need the last four numbers and then the first and the last name. Okay. Last four is 1013. It's William Cook. So do y'all have an address on file? We do but... and I verified it because I Googled it. Um, it's like for a shooting complex. And so the address we have is One Main Event Lane, Sparta, Illinois, 62286. Need a date of birth. Date of birth is 5-23-2001. Thank you. Right. So we said we need a new... we need an updated address for this member. Yeah. So I, I'm going to call the member and, um, verify his address. But I wanted to let y'all know that the address that we have, this address is wrong, because it's tied to a shooting complex, which I assume he doesn't live at a shooting complex. So... Yeah, that definitely makes sense. Okay. I'll make a note of it. So you say you're going to call? You're going to call the member and to get an updated address? Uh, yes. Um, w- we'll call and let him know that we don't have a right indre- address, but I... like I said, I wanted to let y'all know too that the address that was sent to us by y'all is wrong, so... I appreciate that. I will also reach out to my back office, um, to get that situated. Okay, perfect. Um, but yes, I'll call and, and get his address. That way we can send him his card, so... Yes, ma'am. Well, I appreciate you making that call. Okay. Well, thank you so much. I just want to let y'all know and I hope you have a good day. I hope you do as well. Thank you. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits on Demand. This is Malcolm. How can I help you?

Speaker speaker_1: Hi. Um, my name is Stephanie. I'm with American Public Life and we have a mutual client that we got, um, a phone call from a gun range that said that they got the dental card for this employee. And so I wanted to call and see... we need to correct the address, so I wanted to let y'all know we have a wrong address.

Speaker speaker_0: Okay. Uh, what's your name of the member?

Speaker speaker_1: Uh, my name is Stephanie. I'm with American Public Life. So we're like the PPA for BIC. Like we do the dental hospital indemnity.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: And if you need the member, um, let me check.

Speaker speaker_0: Yes, ma'am. I'll get that for the member. Yeah, whatever we can.

Speaker speaker_1: Let me get that Social. Is, is it easiest to look up by Social?

Speaker speaker_0: Um, usually I just do the last four. We just need the last four numbers and then the first and the last name.

Speaker speaker_1: Okay. Last four is 1013. It's William Cook.

Speaker speaker_0: So do y'all have an address on file?

Speaker speaker_1: We do but... and I verified it because I Googled it. Um, it's like for a shooting complex. And so the address we have is One Main Event Lane, Sparta, Illinois, 62286.

Speaker speaker_0: Need a date of birth.

Speaker speaker_1: Date of birth is 5-23-2001.

Speaker speaker_0: Thank you. Right. So we said we need a new... we need an updated address for this member.

Speaker speaker_1: Yeah. So I, I'm going to call the member and, um, verify his address. But I wanted to let y'all know that the address that we have, this address is wrong, because it's tied to a shooting complex, which I assume he doesn't live at a shooting complex. So...

Speaker speaker_0: Yeah, that definitely makes sense. Okay. I'll make a note of it. So you say you're going to call? You're going to call the member and to get an updated address?

Speaker speaker_1: Uh, yes. Um, w- we'll call and let him know that we don't have a right indre- address, but I... like I said, I wanted to let y'all know too that the address that was sent to us by y'all is wrong, so...

Speaker speaker_0: I appreciate that. I will also reach out to my back office, um, to get that situated.

Speaker speaker_1: Okay, perfect. Um, but yes, I'll call and, and get his address. That way we can send him his card, so...

Speaker speaker_0: Yes, ma'am. Well, I appreciate you making that call.

Speaker speaker_1: Okay. Well, thank you so much. I just want to let y'all know and I hope you have a good day.

Speaker speaker_0: I hope you do as well. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_0: Bye.