

Transcript: Malcolm

Nash-6553719588044800-5281690733723648

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits in the car. How can I help you? Hey, my name is Gabrielle. I was calling back, I got disconnected. I was, uh- Yeah. Yeah. I- I had just put you on hold. I don't know how you got disconnected. It's like every... The last time I got on hold too, it just hangs up on me. So I don't know. Okay. So I'm not gonna put you on hold. As soon as we get those ID cards sent to you again. Okay, thanks. What staffing company do you work for? BGSS. Last four of your Social? 4330. First name? Gabrielle Hawks. Okay. For security purposes, can you verify your address and date of birth for me? It's 25 Terminus Place, Atlanta, 30305, then 10/18/90. Thank you. Okay. So I'm not going to put you on hold because it keeps disconnecting, but I will... Or, while I get your ID cards, I will just be quiet because I- I still gotta collect this information. Okay. Thank you. No problem. Is a good email at the hhqqgabrielle@gmail.com? Yes. All right. How are you doing, Ms. Gabrielle? Yes. All right. I just sent those ID cards to your email. Okay, thanks. And can you confirm with me, um, like the only changes, uh, like MetLife is now the vision? Is that correct? Yes, ma'am. Yes, ma'am. Okay. And everything else is covered by American Public Life. Okay. So I would be able to call, um, APL or MetLife and like, uh... Like will they be able to give me like a site that I can go to and look at the carriers or like the- So- ... you know, the compatible doctors? Yeah. If you wanted to find a doctor, you would go to MultiPlan doc... Um, okay. And then that should- MultiPlan what now? Yes, ma'am. Yes, ma'am. MultiPlan.com. That's M as in Mike, U as in umbrella, L as in Lima, T as in Tango, I as in Igloo, P as in Paul, L as in Lima, A as in Apple, N as in Nancy. Dot com. Okay. And that's for DIFS- Thanks so much for that website. No problem. If you wanted to find DIFS, you want to go to ampublic.com. Okay. The first one was for, like, medical? Yes, ma'am. The first one's medical, AM Public's for dental. And then metlife.com is where you go for vision. Okay. Thank you so much for that. Um- It's also included in the email that I've sent with you, the ID cards. Perfect. Okay. It says I got it at 2:18. All right. Thank you, Malcolm, for all of your help. Happy holidays. No problem, Ms. Gabrielle. Happy holidays. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: ... benefits in the car. How can I help you?

Speaker speaker_2: Hey, my name is Gabrielle. I was calling back, I got disconnected. I was, uh-

Speaker speaker_1: Yeah. Yeah. I- I had just put you on hold. I don't know how you got disconnected.

Speaker speaker_2: It's like every... The last time I got on hold too, it just hangs up on me. So I don't know.

Speaker speaker_1: Okay. So I'm not gonna put you on hold. As soon as we get those ID cards sent to you again.

Speaker speaker_2: Okay, thanks.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: BGSS.

Speaker speaker_1: Last four of your Social?

Speaker speaker_2: 4330.

Speaker speaker_1: First name?

Speaker speaker_2: Gabrielle Hawks.

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

Speaker speaker_2: It's 25 Terminus Place, Atlanta, 30305, then 10/18/90.

Speaker speaker_1: Thank you. Okay. So I'm not going to put you on hold because it keeps disconnecting, but I will... Or, while I get your ID cards, I will just be quiet because I- I still gotta collect this information.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Is a good email at the hhqqgabrielle@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. How are you doing, Ms. Gabrielle?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. I just sent those ID cards to your email.

Speaker speaker_2: Okay, thanks. And can you confirm with me, um, like the only changes, uh, like MetLife is now the vision? Is that correct?

Speaker speaker_1: Yes, ma'am. Yes, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_1: And everything else is covered by American Public Life.

Speaker speaker_2: Okay. So I would be able to call, um, APL or MetLife and like, uh... Like will they be able to give me like a site that I can go to and look at the carriers or like the-

Speaker speaker_1: So-

Speaker speaker_2: ... you know, the compatible doctors?

Speaker speaker_1: Yeah. If you wanted to find a doctor, you would go to MultiPlan doc...

Speaker speaker_2: Um, okay.

Speaker speaker_1: And then that should-

Speaker speaker_2: MultiPlan what now?

Speaker speaker_1: Yes, ma'am. Yes, ma'am. MultiPlan.com. That's M as in Mike, U as in umbrella, L as in Lima, T as in Tango, I as in Igloo, P as in Paul, L as in Lima, A as in Apple, N as in Nancy. Dot com.

Speaker speaker_2: Okay.

Speaker speaker_1: And that's for DIFS-

Speaker speaker_2: Thanks so much for that website.

Speaker speaker_1: No problem. If you wanted to find DIFS, you want to go to ampublic.com.

Speaker speaker_2: Okay. The first one was for, like, medical?

Speaker speaker_1: Yes, ma'am. The first one's medical, AM Public's for dental. And then metlife.com is where you go for vision.

Speaker speaker_2: Okay. Thank you so much for that. Um-

Speaker speaker_1: It's also included in the email that I've sent with you, the ID cards.

Speaker speaker_2: Perfect. Okay. It says I got it at 2:18. All right. Thank you, Malcolm, for all of your help. Happy holidays.

Speaker speaker_1: No problem, Ms. Gabrielle. Happy holidays. Thank you.

Speaker speaker_2: Bye.