

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, Malcolm. Uh, I have... This is like the third time I've called there. Um, I'm supposed to get my insurance by February 14th, and I've called here three different times so they can send me the plans so I can look at them and then call you back to decide which plan I wanted. Mm-hmm. And they, they... I, I haven't gotten the email yet, so this is like my second time. All right. What company do you work for? Um, I actually got hired into a temp service called Workforce Management. I work for U- UMG. Workforce Management? Yeah. What? Or UGM. I'm sorry. They have another name? No, it's Workforce Management. It's a temp service. We don't have a client under the name Workforce Management. Uh, maybe it's under UGM. I don't know. But, because they... The last two times I called, they found my name, so... What is your na- what's your last four of your Social? Oh, let's see. 8209. First name? Theresa, Theresa Kell. How do you spell that? T-H-E-R-E-S-A Kell. The last name is K-E-L-L. Are you- And my birthdate. Okay. Focus... You mean Focus Workforce Management? Is that what I said? I don't know. I might not have- You said Workforce Management. Okay, so for security purposes, can you verify your address and date of birth for me? Sure. 2752 Wealth Street, Lake Station, Indiana, 46405. And your date of birth? 5/19/1969. Thank you. So we got the email jw kell72@hotmail.com? Yeah, that's it. Jwkell72, 72, @hotmail.com. And I haven't received it. I even looked under my junk mail, so... All right. You just need the benefits guide sent to you? Yeah, I need the new plan that they got out so I can decide which one I want by... I'm supposed to have it in by, uh, I wanna say February 14th she told me. So I gotta look it over and call you back before the 14th of February. All right. You mind if I put you on brief hold while I get that for you? Yeah, no problem. Thank you, hon. Thank you. Hey, are you there, Ms. Kell? Yes, I am. I just sent that ID card to your email. You did what? I just sent you that benefits card... I mean, the benefits guide to your email. Okay. Uh, let me see if I can look it up. Should be from info@benefitsinacard.com. Uh, I got Outlook. No, I haven't got it yet. Sometimes it does go to your spam folder. Is there a possible way you can send me a paper copy of it? No, ma'am. Just- We don't send, we don't send them in the mail. Now, if I have a problem getting it again, I'm gonna look under... What, what would... I looked under junk mail. Spam, I looked under that. They said they sent it to me twice already, but I haven't gotten it. That's why I, I don't understand. Oh, at benefitsinacard.com. Mm-hmm. I don't... I ain't... I don't have anything. Is it not jwkell72@hotmail.com? Yeah, it is. Yeah. Well, if I don't get it, I'm gonna call again. And then I'm just gonna go over and talk to you on the phone about it and just get something, because I can't play games like that, you know. I don't know why I'm not getting it. This is like the third time. I understand. So we will be closed... Uh, we're c- we're closed at 5:00 due to inclement weather, so you'll have to contact us tomorrow if we're open. Depending on- Oh,

yeah, hon. I'll, I'll... You sent it to me though, so I'm a look for it. Yes, ma'am. If I can't find it, I'll call again tomorrow. Okay. I'll call again pe- Well, is there anything else I can help you with today, Ms. Kell? No. No, thank you. That's it. Thank you. I'm, I'm a look for it right now. Okay. Thank you for calling Benefits in a Card. You have a great, you have a great evening and stay warm. I will. You have a great day as well. Thank you. Okay. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hi, Malcolm. Uh, I have... This is like the third time I've called there. Um, I'm supposed to get my insurance by February 14th, and I've called here three different times so they can send me the plans so I can look at them and then call you back to decide which plan I wanted.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And they, they... I, I haven't gotten the email yet, so this is like my second time.

Speaker speaker_1: All right. What company do you work for?

Speaker speaker_2: Um, I actually got hired into a temp service called Workforce Management. I work for U- UMG.

Speaker speaker_1: Workforce Management?

Speaker speaker_2: Yeah.

Speaker speaker_1: What?

Speaker speaker_2: Or UGM. I'm sorry.

Speaker speaker_1: They have another name?

Speaker speaker_2: No, it's Workforce Management. It's a temp service.

Speaker speaker_1: We don't have a client under the name Workforce Management.

Speaker speaker_2: Uh, maybe it's under UGM. I don't know. But, because they... The last two times I called, they found my name, so...

Speaker speaker_1: What is your na- what's your last four of your Social?

Speaker speaker_2: Oh, let's see. 8209.

Speaker speaker_1: First name?

Speaker speaker_2: Theresa, Theresa Kell.

Speaker speaker_1: How do you spell that?

Speaker speaker_2: T-H-E-R-E-S-A Kell. The last name is K-E-L-L.

Speaker speaker_1: Are you-

Speaker speaker_2: And my birthdate.

Speaker speaker_1: Okay. Focus... You mean Focus Workforce Management?

Speaker speaker_2: Is that what I said? I don't know. I might not have-

Speaker speaker_1: You said Workforce Management. Okay, so for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Sure. 2752 Wealth Street, Lake Station, Indiana, 46405.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 5/19/1969.

Speaker speaker_1: Thank you. So we got the email jw kell72@hotmail.com?

Speaker speaker_2: Yeah, that's it. Jwkell72, 72, @hotmail.com. And I haven't received it. I even looked under my junk mail, so...

Speaker speaker_1: All right. You just need the benefits guide sent to you?

Speaker speaker_2: Yeah, I need the new plan that they got out so I can decide which one I want by... I'm supposed to have it in by, uh, I wanna say February 14th she told me. So I gotta look it over and call you back before the 14th of February.

Speaker speaker_1: All right. You mind if I put you on brief hold while I get that for you?

Speaker speaker_2: Yeah, no problem. Thank you, hon.

Speaker speaker_1: Thank you. Hey, are you there, Ms. Kell?

Speaker speaker_2: Yes, I am.

Speaker speaker_1: I just sent that ID card to your email.

Speaker speaker_2: You did what?

Speaker speaker_1: I just sent you that benefits card... I mean, the benefits guide to your email.

Speaker speaker_2: Okay. Uh, let me see if I can look it up.

Speaker speaker_1: Should be from info@benefitsinacard.com.

Speaker speaker_2: Uh, I got Outlook. No, I haven't got it yet.

Speaker speaker_1: Sometimes it does go to your spam folder.

Speaker speaker_2: Is there a possible way you can send me a paper copy of it?

Speaker speaker_1: No, ma'am.

Speaker speaker_2: Just-

Speaker speaker_1: We don't send, we don't send them in the mail.

Speaker speaker_2: Now, if I have a problem getting it again, I'm gonna look under... What, what would... I looked under junk mail. Spam, I looked under that. They said they sent it to me twice already, but I haven't gotten it. That's why I, I don't understand.

Speaker speaker_1: Oh, at benefitsinacard.com.

Speaker speaker_2: Mm-hmm. I don't... I ain't... I don't have anything.

Speaker speaker_1: Is it not jwkell72@hotmail.com?

Speaker speaker_2: Yeah, it is. Yeah. Well, if I don't get it, I'm gonna call again. And then I'm just gonna go over and talk to you on the phone about it and just get something, because I can't play games like that, you know. I don't know why I'm not getting it. This is like the third time.

Speaker speaker_1: I understand. So we will be closed... Uh, we're c- we're closed at 5:00 due to inclement weather, so you'll have to contact us tomorrow if we're open. Depending on-

Speaker speaker_2: Oh, yeah, hon. I'll, I'll... You sent it to me though, so I'm a look for it.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: If I can't find it, I'll call again tomorrow.

Speaker speaker_1: Okay.

Speaker speaker_2: I'll call again pe-

Speaker speaker_1: Well, is there anything else I can help you with today, Ms. Kell?

Speaker speaker_2: No. No, thank you. That's it. Thank you. I'm, I'm a look for it right now.

Speaker speaker_1: Okay. Thank you for calling Benefits in a Card.

Speaker speaker_2: You have a great, you have a great evening and stay warm.

Speaker speaker_1: I will. You have a great day as well. Thank you.

Speaker speaker_2: Okay. Bye-bye.