

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Uh, ... benefits and a card. This is Malcolm. How can I help you? Hi, Malcolm. My name is Dawn. I was just making sure... I just recently re- like, um, changed my coverage, and I just wanted to make sure that it took effect, that I did it correctly 'cause it was showing... Uh, this is- I'm sorry. Go ahead. Oh, no, you good. Sorry. No, I'm, that's okay. It was, the other day when I did it, it was showing me what, like, um, on my dashboard it was showing what I'm paying now and what I will be paying in the future, and what I will be paying in the future has disappeared from my dashboard. So, I just want to make sure that it, it's still there, the changes that- All right. What's the actual company you work for? Uh, Crown. What's the last four of your social? 4953. Is it 4953? Yes, sir. Your first name? Dawn. Last name? McCray. For security purposes, can you verify your address and date of birth for me? Sure. My address is 139 Storybook Drive, Clarksville, Tennessee 37042, and my date of birth is 7/15/85. Thank you. So, we got your phone number, 931-241-2919? Yes, sir. And we've got email as d_gilchrist@live.com? Yes, sir. Thank you. All right. So, it looks like your enrollment was changed from current to future because you were outside of your personal open-enrollment window, and that's why, uh, y- the date probably changed 'cause with the future coverage, you won't be active until January 6th. Okay, but it still did make the changes for effective for that day? Yes, ma'am. Looks like you got the dental, behavior health and AUC in there? Yes, sir. Yes, ma'am. It loo- it looks like as soon as that on, uh, uh, January 6th. Okay. I just wanted to make sure it worked. Thank you, sir. No problem, Ms. Dawn. Was there anything else I can help you with today? No, sir. All right. Well, if there's nothing else, thanks for calling Benefits in a Card. We just hope you have a great rest of your week. You too. Thank you. Bye-bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Uh,

Speaker speaker_2: ... benefits and a card. This is Malcolm. How can I help you?

Speaker speaker_3: Hi, Malcolm. My name is Dawn. I was just making sure... I just recently re- like, um, changed my coverage, and I just wanted to make sure that it took effect, that I did it correctly 'cause it was showing...

Speaker speaker_1: Uh, this is-

Speaker speaker_3: I'm sorry. Go ahead.

Speaker speaker_1: Oh, no, you good. Sorry.

Speaker speaker_3: No, I'm, that's okay. It was, the other day when I did it, it was showing me what, like, um, on my dashboard it was showing what I'm paying now and what I will be paying in the future, and what I will be paying in the future has disappeared from my dashboard. So, I just want to make sure that it, it's still there, the changes that-

Speaker speaker_1: All right. What's the actual company you work for?

Speaker speaker_3: Uh, Crown.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_3: 4953.

Speaker speaker_1: Is it 4953?

Speaker speaker_3: Yes, sir.

Speaker speaker_1: Your first name?

Speaker speaker_3: Dawn.

Speaker speaker_1: Last name?

Speaker speaker_3: McCray.

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

Speaker speaker_3: Sure. My address is 139 Storybook Drive, Clarksville, Tennessee 37042, and my date of birth is 7/15/85.

Speaker speaker_1: Thank you. So, we got your phone number, 931-241-2919?

Speaker speaker_3: Yes, sir.

Speaker speaker_1: And we've got email as d_gilchrist@live.com?

Speaker speaker_3: Yes, sir.

Speaker speaker_1: Thank you. All right. So, it looks like your enrollment was changed from current to future because you were outside of your personal open-enrollment window, and that's why, uh, y- the date probably changed 'cause with the future coverage, you won't be active until January 6th.

Speaker speaker_3: Okay, but it still did make the changes for effective for that day?

Speaker speaker_1: Yes, ma'am. Looks like you got the dental, behavior health and AUC in there?

Speaker speaker_3: Yes, sir.

Speaker speaker_1: Yes, ma'am. It loo- it looks like as soon as that on, uh, uh, January 6th.

Speaker speaker_3: Okay. I just wanted to make sure it worked. Thank you, sir.

Speaker speaker_1: No problem, Ms. Dawn. Was there anything else I can help you with today?

Speaker speaker_3: No, sir.

Speaker speaker_1: All right. Well, if there's nothing else, thanks for calling Benefits in a Card. We just hope you have a great rest of your week.

Speaker speaker_3: You too. Thank you. Bye-bye.

Speaker speaker_1: Thank you. Bye.