

Transcript: Malcolm

Nash-6749886184112128-6265239792730112

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. This is the first time Benefits in the Card is his mouth. I'm not gonna help you. Hi. Yes, this is Natasha Langford. I'm trying to enroll in, um, uh, uh, benefits. What staffing company do you work for? MAU. What's the last four of your social? 7818. First name? Natasha, N-A-T-A-S-H-A. Langford, L-A-N-G-F-O-R-D. Okay. For security purposes, can you verify your address and date of birth for me? August 16th, 1983, 3631 Elmwood Circle, Newberry, South Carolina 29108. Thank you. So we got your phone number, 803-924-1664? Yes, sir. And your email is la-langtasha1@gmail.com? langtasha144@gmail.com. Yeah, yes, sir. So it looks like you're already enrolled in coverage, ma'am. I am? Okay, I was just making sure. My... Do I get the best deal? That's what I want to know 'cause I didn't get- So they only have offer... They only offer one dental plan f- and that's the one that you're enrolled in. Okay. I got medical? Yes, ma'am. Uh, when do y'all start taking them out my check? So it looks like your coverage became active as of yesterday, so the first deduction was taken last week. Okay, okay, so the first... last week. And how much was that? 'Cause I got, uh- 29... \$29.11. 29.11? That's with the dental and medical? That's for all the things that you got enrolled into. You got the medical, the dental, the life insurance, the critical illness, the group accident and behavior. Oh. Oh, wow. Life insur- everything. Okay. So when do I get ca- cards, medical cards? So it takes one to two weeks from the activation date for you to receive the ac- the physical cards. Okay. All right. Thank you. No problem, Miss Natasha. What else I can help you with today? No, that's all I want to know. All right. So do... So did you want to request a physical medical card? Because they won't send that via email unless you request it. Oh, yeah, I want... Yeah, I would like a physical card. Hello? Yes, ma'am? Yes. I would like a physical card. Okay. Okay. I can't hear you. You cut off. Take care, Miss Langford. You can expect those in one to two... Said I got that taken care of for you. You can expect it in one to two weeks. The physical... For the dental and the medical card? Yes, ma'am. Okay. One to two weeks. All right. Thank you. Uh, yes, but- And if you need anything sooner, I would recommend calling on... If you need additional- Hold on a- ... copies, I would recommend calling Thursday or Friday to see if they're available. No, no, no. I'll, I'll be okay. I'll wait for the, the physical copy to come through the mail. All right. I hope there's nothing else, Miss Langford. Thanks for calling Benefits in the Card. Hope you have a great day. You too. Thank you. Thanks. All right. Bye.

Conversation Format

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

Speaker speaker_2: This is the first time Benefits in the Card is his mouth. I'm not gonna help you.

Speaker speaker_3: Hi. Yes, this is Natasha Langford. I'm trying to enroll in, um, uh, uh, benefits.

Speaker speaker_2: What staffing company do you work for?

Speaker speaker_3: MAU.

Speaker speaker_2: What's the last four of your social?

Speaker speaker_3: 7818.

Speaker speaker_2: First name?

Speaker speaker_3: Natasha, N-A-T-A-S-H-A. Langford, L-A-N-G-F-O-R-D.

Speaker speaker_2: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_3: August 16th, 1983, 3631 Elmwood Circle, Newberry, South Carolina 29108.

Speaker speaker_2: Thank you. So we got your phone number, 803-924-1664?

Speaker speaker_3: Yes, sir.

Speaker speaker_2: And your email is la- langtasha1@gmail.com?

Speaker speaker_3: langtasha144@gmail.com. Yeah, yes, sir.

Speaker speaker_2: So it looks like you're already enrolled in coverage, ma'am.

Speaker speaker_3: I am? Okay, I was just making sure. My... Do I get the best deal? That's what I want to know 'cause I didn't get-

Speaker speaker_2: So they only have offer... They only offer one dental plan f- and that's the one that you're enrolled in.

Speaker speaker_3: Okay. I got medical?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_3: Uh, when do y'all start taking them out my check?

Speaker speaker_2: So it looks like your coverage became active as of yesterday, so the first deduction was taken last week.

Speaker speaker_3: Okay, okay, so the first... last week. And how much was that? 'Cause I got, uh-

Speaker speaker_2: 29... \$29.11.

Speaker speaker_3: 29.11? That's with the dental and medical?

Speaker speaker_2: That's for all the things that you got enrolled into. You got the medical, the dental, the life insurance, the critical illness, the group accident and behavior.

Speaker speaker_3: Oh. Oh, wow. Life insur- everything. Okay. So when do I get ca- cards, medical cards?

Speaker speaker_2: So it takes one to two weeks from the activation date for you to receive the ac- the physical cards.

Speaker speaker_3: Okay. All right. Thank you.

Speaker speaker_2: No problem, Miss Natasha. What else I can help you with today?

Speaker speaker_3: No, that's all I want to know.

Speaker speaker_2: All right. So do... So did you want to request a physical medical card? Because they won't send that via email unless you request it.

Speaker speaker_3: Oh, yeah, I want... Yeah, I would like a physical card. Hello?

Speaker speaker_2: Yes, ma'am?

Speaker speaker_3: Yes. I would like a physical card.

Speaker speaker_2: Okay. Okay.

Speaker speaker_3: I can't hear you. You cut off.

Speaker speaker_2: Take care, Miss Langford. You can expect those in one to two... Said I got that taken care of for you. You can expect it in one to two weeks.

Speaker speaker_3: The physical... For the dental and the medical card?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_3: Okay. One to two weeks. All right. Thank you. Uh, yes, but-

Speaker speaker_2: And if you need anything sooner, I would recommend calling on... If you need additional-

Speaker speaker_3: Hold on a-

Speaker speaker_2: ... copies, I would recommend calling Thursday or Friday to see if they're available.

Speaker speaker_3: No, no, no. I'll, I'll be okay. I'll wait for the, the physical copy to come through the mail.

Speaker speaker_2: All right. I hope there's nothing else, Miss Langford. Thanks for calling Benefits in the Card. Hope you have a great day.

Speaker speaker_3: You too.

Speaker speaker_2: Thank you. Thanks.

Speaker speaker_3: All right.

Speaker speaker_2: Bye.