

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, Malcolm. My name is Chadwick Roberts, and I'm trying to get my policy number so I can pay for a script. Which staffing company you work for? Surge Staffing. What's the last four social? 9855. And last name? Roberts. R-O-B-E-R-T-S. And for security purposes, can you verify your address and date of birth for me? 1-14-82. Address is 1600 South Detroit Street, Apartment 59, Bellefontaine, Ohio, 43311. Thank you. And we got your phone number, 386-601-1667. Correct. And the email is rchad2130@... email.com? @... email.com? Yep. All right. So are you referring to your medical card or your FreeRx card? Uh, what, what's the difference? What's, what's the difference? So you... So you, with your FreeRx, you gotta go to the FreeRx website and claim your account, and then your FreeRx ID card will show up once you've claimed your account. With your medical card, that covers more so, like, going to the doctor for, like, wellness checks, physicals, vaccinations, cancer screenings and stuff like that. So Oh, okay. And then- Can I get both? So I... You have to go to the FreeRx website to get your FreeRx card. I wouldn't be able to send that to you. Okay. So what's the website for that? FreeRx.com. All right. Cool. So, so what information do I need to get my information on there? So you, you'll go to member login, and then you're gonna, uh, new user registration. And you're just gonna put your first name, last name, social security, and an email I believe. All right. Is that just something generally, like, covers scripts, or is that just, like, a discount, or... Uh, uh, that's for prescriptions. Depending on what prescription you need, it'll be, should be completely free. Okay. All right. Now, um, can I get the other one now? Yes, sir. I'm actually, I'm in the process of getting it for you. I'm gonna send it to your email. All right. You mind if I put you in brief hold while I get that for you? Yes. Okay. Hey, there, Mr. Roberts. Right. I, I just sent that ID card to your email. Can you confirm that you received it? Uh, it says benefit... Uh, hold on. It's the ID card MetLife? Yes, sir. All right. Yeah, I just got it. Okay. All right. So when I went to that... When I went to that FreeRx, it says it's a monthly charge. So y- you must've hit the wrong link. When you go to the top, you go to member login. Don't hit join today. Okay. Hold on. Let me get right back to it. Hold on a second, please. Mm-hmm. All right. I'm on freerx.com, and it says get unlimited prescriptions at telehealth for \$30 a month. So at the top, pointing. Okay. Join today? No, member login. Okay. Hold on. Member login. Yep. And then you wanna hit new user registration, and ask for your first name, last name, email, and your social security number. All right, cool. And then, once you put in that information, you should get a activation link sent to your email. All right. Cool. Thank you so much. No problem, Mr. Roberts. Was there anything else I could help you with today? Nope. That's it. All right. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. Thank you. You as well. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Hey, Malcolm. My name is Chadwick Roberts, and I'm trying to get my policy number so I can pay for a script.

Speaker speaker_0: Which staffing company you work for?

Speaker speaker_1: Surge Staffing.

Speaker speaker_0: What's the last four social?

Speaker speaker_1: 9855.

Speaker speaker_0: And last name?

Speaker speaker_1: Roberts. R-O-B-E-R-T-S.

Speaker speaker_0: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 1-14-82. Address is 1600 South Detroit Street, Apartment 59, Bellefontaine, Ohio, 43311.

Speaker speaker_0: Thank you. And we got your phone number, 386-601-1667.

Speaker speaker_1: Correct.

Speaker speaker_0: And the email is rchad2130@... email.com?

Speaker speaker_1: @... email.com? Yep.

Speaker speaker_0: All right. So are you referring to your medical card or your FreeRx card?

Speaker speaker_1: Uh, what, what's the difference? What's, what's the difference?

Speaker speaker_0: So you... So you, with your FreeRx, you gotta go to the FreeRx website and claim your account, and then your FreeRx ID card will show up once you've claimed your account. With your medical card, that covers more so, like, going to the doctor for, like, wellness checks, physicals, vaccinations, cancer screenings and stuff like that. So

Speaker speaker_2: Oh, okay.

Speaker speaker_0: And then-

Speaker speaker_1: Can I get both?

Speaker speaker_0: So I... You have to go to the FreeRx website to get your FreeRx card. I wouldn't be able to send that to you.

Speaker speaker_1: Okay. So what's the website for that?

Speaker speaker_0: FreeRx.com.

Speaker speaker_1: All right. Cool. So, so what information do I need to get my information on there?

Speaker speaker_0: So you, you'll go to member login, and then you're gonna, uh, new user registration. And you're just gonna put your first name, last name, social security, and an email I believe.

Speaker speaker_1: All right. Is that just something generally, like, covers scripts, or is that just, like, a discount, or...

Speaker speaker_0: Uh, uh, that's for prescriptions. Depending on what prescription you need, it'll be, should be completely free.

Speaker speaker_1: Okay. All right. Now, um, can I get the other one now?

Speaker speaker_0: Yes, sir. I'm actually, I'm in the process of getting it for you. I'm gonna send it to your email.

Speaker speaker_1: All right.

Speaker speaker_0: You mind if I put you in brief hold while I get that for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Hey, there, Mr. Roberts.

Speaker speaker_1: Right.

Speaker speaker_0: I, I just sent that ID card to your email. Can you confirm that you received it?

Speaker speaker_1: Uh, it says benefit... Uh, hold on. It's the ID card MetLife?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. Yeah, I just got it.

Speaker speaker_0: Okay.

Speaker speaker_1: All right. So when I went to that... When I went to that FreeRx, it says it's a monthly charge.

Speaker speaker_0: So y- you must've hit the wrong link. When you go to the top, you go to member login. Don't hit join today.

Speaker speaker_1: Okay. Hold on. Let me get right back to it. Hold on a second, please.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right. I'm on freerx.com, and it says get unlimited prescriptions at telehealth for \$30 a month.

Speaker speaker_0: So at the top, pointing.

Speaker speaker_1: Okay. Join today?

Speaker speaker_0: No, member login.

Speaker speaker_1: Okay. Hold on. Member login.

Speaker speaker_0: Yep. And then you wanna hit new user registration, and ask for your first name, last name, email, and your social security number.

Speaker speaker_1: All right, cool.

Speaker speaker_0: And then, once you put in that information, you should get a activation link sent to your email.

Speaker speaker_1: All right. Cool. Thank you so much.

Speaker speaker_0: No problem, Mr. Roberts. Was there anything else I could help you with today?

Speaker speaker_1: Nope. That's it.

Speaker speaker_0: All right. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: Thank you. You as well.

Speaker speaker_0: Thank you.