Transcript: Malcolm Nash-4689515047763968-6589833125773312

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. This is Benefits in a Card. This is Matt. May I help you? Hello, Matt. My name is Chris. I'm calling about J- Jean Pierre. Uh, I, I was the one who you, uh, give award to the residence. So, you never send, like, a card. You just send, like, a vision card, m- but you never s- a card for residence. We got a re-, mo-, uh, a bill from the hospital but we don't know how to pay that because your card you send is a vision card. And they say th- that it doesn't work because it's a vision card. We need a residence. So, you need your vision card? Is that what you're saying? I don't need a vision card, because you send a vision card, but we need the residence for this hospital. I'm not sure what you're saying. What staffing company do you work for? Surge. It's an agency. Surge Company. What's that, sorry? Surge Company. What's the name- Surge. S-U-R-G-E. Okay, Surge. Yes. The last four of your Social? Social, uh-huh. What, um, give me a second. I check. Hold on. Give me a second, please. Uh, say, the 3053. You said 3053? Yes. Your first name? Jean Pierre. Jean Pierre? Jean Pierre? Yes. Your last name? S-O-SO LA. And for security purposes, can you verify your address and date of birth for me? Yes, it's 6983 Winchester Crossing Boulevard, Kanawha, Washington 10411, and the September 9, 1958. You said September the 9th? September 4. September 4, please. Okay. And your phone number is 380-263-5028? Yes. And the email is ISOJP@gmail.com? Yes. Yeah. All right, so you need your, a medical card sent to you? Is that what you're referring to? We need a medical card because we receive a vision card, and the hospital say they can't use that because it's a vision card. So, we need a medical card because we got too much bills to pay. Okay. So, can, can we have just a, a ID number, the time you can send a, a, a Medicare card, because I know, then they usually need a, the ID number for- Yeah, I'm going to... I'm going to send it to your email. You mind if I put you on a brief hold while I get that card for you? Okay. Send me on email. Thank you. Are you there, Mr. Pierre? Hello? Hey, I just shipped that card to your email. You say you sent to the email? Yes, sir. Uh, let me check. Should be from the info@benefitsinacard.com. Okay, thank you. Thank you so much. No problem. Was there anything else I can help you with today, Mr. Pierre? Um, I'll say no for now. Thank you. No problem. Thanks for calling Benefits in a Card. I hope you have a great weekend. I got a question. So, to pay the bills with card, should, uh, should we just call the number on the card? Because we got some bills to pay. Yes, sir. So, you will call just, um, 1-800-256-8606. And you want to hit option four to speak with a representative. So, wait, can I have the number again? It's 1-800-256- 2-5-6. 8-6-0-6. 2-5-6. You're going to want option- Wait, 2-5-6-8-6-8-3? No, 2... It's 1-800-256-8606. Okay. And you want to hit option four to speak with a representative. Okay, thank you. No problem. Was there anything else I can help you with today, Mr. Jean? No, thank you. Hey, thanks for calling Benefits in a Card. I hope you have a great weekend. Yes, you too.

Conversation Format

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

Speaker speaker_2: This is Benefits in a Card. This is Matt. May I help you?

Speaker speaker_1: Hello, Matt. My name is Chris. I'm calling about J- Jean Pierre. Uh, I, I was the one who you, uh, give award to the residence. So, you never send, like, a card. You just send, like, a vision card, m- but you never s- a card for residence. We got a re-, mo-, uh, a bill from the hospital but we don't know how to pay that because your card you send is a vision card. And they say th- that it doesn't work because it's a vision card. We need a residence.

Speaker speaker_2: So, you need your vision card? Is that what you're saying?

Speaker speaker_1: I don't need a vision card, because you send a vision card, but we need the residence for this hospital.

Speaker speaker_2: I'm not sure what you're saying. What staffing company do you work for?

Speaker speaker_1: Surge. It's an agency. Surge Company.

Speaker speaker_2: What's that, sorry?

Speaker speaker_1: Surge Company.

Speaker speaker_2: What's the name-

Speaker speaker_1: Surge. S-U-R-G-E.

Speaker speaker_2: Okay, Surge.

Speaker speaker_1: Yes.

Speaker speaker_2: The last four of your Social?

Speaker speaker_1: Social, uh-huh. What, um, give me a second. I check. Hold on. Give me a second, please. Uh, say, the 3053.

Speaker speaker_2: You said 3053?

Speaker speaker_1: Yes.

Speaker speaker_2: Your first name?

Speaker speaker_1: Jean Pierre.

Speaker speaker_2: Jean Pierre? Jean Pierre?

Speaker speaker_1: Yes.

Speaker speaker_2: Your last name?

Speaker speaker_1: S-O-SO LA.

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

Speaker speaker_1: Yes, it's 6983 Winchester Crossing Boulevard, Kanawha, Washington 10411, and the September 9, 1958.

Speaker speaker_2: You said September the 9th?

Speaker speaker_1: September 4. September 4, please.

Speaker speaker_2: Okay. And your phone number is 380-263-5028?

Speaker speaker_1: Yes.

Speaker speaker_2: And the email is ISOJP@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_2: Yeah. All right, so you need your, a medical card sent to you? Is that what you're referring to?

Speaker speaker_1: We need a medical card because we receive a vision card, and the hospital say they can't use that because it's a vision card. So, we need a medical card because we got too much bills to pay.

Speaker speaker_2: Okay.

Speaker speaker_1: So, can, can we have just a, a ID number, the time you can send a, a, a Medicare card, because I know, then they usually need a, the ID number for-

Speaker speaker_2: Yeah, I'm going to... I'm going to send it to your email. You mind if I put you on a brief hold while I get that card for you?

Speaker speaker_1: Okay. Send me on email.

Speaker speaker_2: Thank you. Are you there, Mr. Pierre?

Speaker speaker_1: Hello?

Speaker speaker_2: Hey, I just shipped that card to your email.

Speaker speaker_1: You say you sent to the email?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Uh, let me check.

Speaker speaker_2: Should be from the info@benefitsinacard.com.

Speaker speaker_1: Okay, thank you. Thank you so much.

Speaker speaker_2: No problem. Was there anything else I can help you with today, Mr. Pierre?

Speaker speaker_1: Um, I'll say no for now. Thank you.

Speaker speaker_2: No problem. Thanks for calling Benefits in a Card. I hope you have a great weekend.

Speaker speaker_1: I got a question. So, to pay the bills with card, should, uh, should we just call the number on the card? Because we got some bills to pay.

Speaker speaker_2: Yes, sir. So, you will call just, um, 1-800-256-8606. And you want to hit option four to speak with a representative.

Speaker speaker_1: So, wait, can I have the number again?

Speaker speaker_2: It's 1-800-256-

Speaker speaker_1: 2-5-6.

Speaker speaker_2: 8-6-0-6.

Speaker speaker_1: 2-5-6.

Speaker speaker_2: You're going to want option-

Speaker speaker_1: Wait, 2-5-6-8-6-8-3?

Speaker speaker_2: No, 2... It's 1-800-256-8606.

Speaker speaker_1: Okay.

Speaker speaker_2: And you want to hit option four to speak with a representative.

Speaker speaker_1: Okay, thank you.

Speaker speaker_2: No problem. Was there anything else I can help you with today, Mr. Jean?

Speaker speaker_1: No, thank you.

Speaker speaker_2: Hey, thanks for calling Benefits in a Card. I hope you have a great weekend.

Speaker speaker_1: Yes, you too.