

Transcript: Malcolm

Nash-4870785227997184-5407932225863680

Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, man. Uh, I'm over here at, uh, HersheyCare and like, about my shoulder. And like, I, uh, I got a card. I been here and I got proof for y'all. Y'all sent me a card, but it only say Visias. What, what staffing company do you work for? The Resource. What's the last four of your social? 4687. First name? Jacquarius Harrison. And for security purposes, can you verify your address and date of birth for me? 09/11/2001, um, 3300 Gar place, 3E. And city state zip code? 27463, but that's wrong. Thank you. So yeah, your phone number then 360-707-0008? Yes, sir. And your email is jacquarius.harrison123@gmail.com? Correct. Thank you. Right. So you need your medical card sent to you? Uh, yes, sir. So what, what can I do, like, as for today? So I wouldn't be able... We're not the carrier, so I wouldn't be able to tell you what's covered. I can send you your medical card, but if your carrier is American Public Life- Mm-hmm. ... they would be the one that could tell you what to do. Yeah, I, I yeah, I, I understand what's covered. But I just want to know like, as far as like me being like, going to the doctor today, what do I do? Just for the- Mm-hmm. ... you know, for proof as... You can just show them the ID cards I'm about to send you. Oh, okay. Okay. You going to send it to my, uh, my email? Email. Yes, sir. Oh, yes, sir. And the hard copy going to be in the mail? Yes, sir. Oh, yeah. I appreciate that. No problem. Um, is that 3000, thir- 3300 Gar place? Oh, no, I'm asking you. Apartment E, apartment 3E? Yes, sir. Right. So is it G-A-R place? Or is that short for something? No, just first spot, uh, space, place. So it's G-A-R. Is that short for something or... female G-A-R? No, sir. It's G-A-R. Say that again? No, sir. Just G-A-R. Okay. Do you mind if I put you on a brief hold while I get those ID cards for you? Oh, no. You good, bro. Appreciate it. Harrison? Yes, sir? I just sent those ID cards to your email. It should be from the info@benefitsinthecar.com. Could you verify you received it? Uh, hold on one second. Uh, I got the 10th floor. Sometimes it does go to your, uh, spam folder as well. Yeah. I got it down in medical. Yes, sir. All right. Well, was there anything else I can help you with today? No, sir. I appreciate you. No problem. And again, you can expect those physical cards in one to two weeks. If there's nothing else- All right. Thank you. ... thanks for calling Benefits in the Car. I hope you have a great rest of your... I appreciate it. No problem.

Conversation Format

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

Speaker speaker_1: Hey, man. Uh, I'm over here at, uh, HersheyCare and like, about my shoulder. And like, I, uh, I got a card. I been here and I got proof for y'all. Y'all sent me a card, but it only say Visias.

Speaker speaker_0: What, what staffing company do you work for?

Speaker speaker_1: The Resource.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 4687.

Speaker speaker_0: First name?

Speaker speaker_1: Jacquarius Harrison.

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

Speaker speaker_1: 09/11/2001, um, 3300 Gar place, 3E.

Speaker speaker_0: And city state zip code?

Speaker speaker_1: 27463, but that's wrong.

Speaker speaker_0: Thank you. So yeah, your phone number then 360-707-0008?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And your email is jacquarius.harrison123@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Thank you. Right. So you need your medical card sent to you?

Speaker speaker_1: Uh, yes, sir. So what, what can I do, like, as for today?

Speaker speaker_0: So I wouldn't be able... We're not the carrier, so I wouldn't be able to tell you what's covered. I can send you your medical card, but if your carrier is American Public Life-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... they would be the one that could tell you what to do.

Speaker speaker_1: Yeah, I, I yeah, I, I understand what's covered. But I just want to know like, as far as like me being like, going to the doctor today, what do I do? Just for the-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... you know, for proof as...

Speaker speaker_0: You can just show them the ID cards I'm about to send you.

Speaker speaker_1: Oh, okay. Okay. You going to send it to my, uh, my email?

Speaker speaker_0: Email. Yes, sir.

Speaker speaker_1: Oh, yes, sir. And the hard copy going to be in the mail?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Oh, yeah. I appreciate that.

Speaker speaker_0: No problem. Um, is that 3000, thir- 3300 Gar place? Oh, no, I'm asking you. Apartment E, apartment 3E?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Right. So is it G-A-R place? Or is that short for something?

Speaker speaker_1: No, just first spot, uh, space, place.

Speaker speaker_0: So it's G-A-R. Is that short for something or... female G-A-R?

Speaker speaker_1: No, sir. It's G-A-R.

Speaker speaker_0: Say that again?

Speaker speaker_1: No, sir. Just G-A-R.

Speaker speaker_0: Okay. Do you mind if I put you on a brief hold while I get those ID cards for you?

Speaker speaker_1: Oh, no. You good, bro.

Speaker speaker_0: Appreciate it. Harrison?

Speaker speaker_1: Yes, sir?

Speaker speaker_0: I just sent those ID cards to your email. It should be from the info@benefitsinthecar.com. Could you verify you received it?

Speaker speaker_1: Uh, hold on one second. Uh, I got the 10th floor.

Speaker speaker_0: Sometimes it does go to your, uh, spam folder as well.

Speaker speaker_1: Yeah. I got it down in medical. Yes, sir.

Speaker speaker_0: All right. Well, was there anything else I can help you with today?

Speaker speaker_1: No, sir. I appreciate you.

Speaker speaker_0: No problem. And again, you can expect those physical cards in one to two weeks. If there's nothing else-

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: ... thanks for calling Benefits in the Car. I hope you have a great rest of your...

Speaker speaker_1: I appreciate it.

Speaker speaker_0: No problem.