

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? How you doing, Malcolm? Uh, I'm an associate for MAU and I work for GE at the moment. I've been with them for about two years... I mean, two months. I'm sorry. Uh- Mm-hmm. ... and I have insurance through MAU and I was trying to set me up a dentist appointment. They told me my insurance number was incorrect. You said you were trying to set up a dentist appointment, and they said what was incorrect? My insurance number's incorrect. All right. What's the last four of your Social? 0017. First name? Ryan. Say that again? Ryan. R-Y-A-N. Last name? Reese. R-E-E-S-E. All right, for security purposes, can you verify your address and date of birth for me? My address is, uh, 703 Monarch Place Apartments, um, Wellsville, South Carolina 29385 and my date of birth is 10/26/89. Thank you. Let's see, we got your phone number, 864-361-8739. Yes, sir. And I think that email is ryant.reese1@gmail.com? Yes, sir. All right. So you just need... You said you need your ID card sent to you, then? You said they have... You're giving them the wrong one? Well, I have the one that was sent to me and they're telling me that that's incorrect. So what is... does the card... Is it... Are you referring to your dental card or your medical card? There was only one card that I was given. All right. Does the card have 90-Degree Benefits on it or does it have a, uh, American Public Life? Um, give me one second. Yeah. All right. Um, it's got 90-Degree Benefits. Okay. So yeah, that's your medical card that you received. I was sending you your dental card and you mind if I put you on a brief hold while I get that for you? That's fine. Thank you. Are you there, Mr. Reese? Yes, sir. I just sent that card to your email. Can you con-sert, confirm that you received it? You said you sent it to my email? Yes, sir, and I have a quick question- Uh- ... about your address. You said Monarch Place was apartments? Yeah. And what's your apartment number? 703. 703? Yep. Thank you. All right, so you should receive- All right, so, uh- ... your physical cards in one to two weeks. Okay. Um, now I got some questions for you. Mm-hmm. Uh, can you tell me what all I am, uh, staying for with my benefits? Yes, sir. Give me one moment. All right, so you have the dental, the life insurance, critical illness, group accident and then preventative care. Okay. Now how many cards I'm supposed to get? So you... N- Once you get your dental card in the mail, you have both of the cards that you... that you asked me. The other ones don't require cards. Oh, okay. Okay. Okay, so I do have a copy of it. Here's the thing I kept. Yeah, I got it right here. All right. So your physical, you can expect a physical card in one to two weeks. Okay. Awesome. Thank you, sir. Say that again? I said, w- I said wonderful. Thank you, sir. You've been a very helpful guy to want to today. No problem, Mr. Ryan. You do too. Thank you.

Conversation Format

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

Speaker speaker_1: How you doing, Malcolm? Uh, I'm an associate for MAU and I work for GE at the moment. I've been with them for about two years... I mean, two months. I'm sorry. Uh-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... and I have insurance through MAU and I was trying to set me up a dentist appointment. They told me my insurance number was incorrect.

Speaker speaker_0: You said you were trying to set up a dentist appointment, and they said what was incorrect?

Speaker speaker_1: My insurance number's incorrect.

Speaker speaker_0: All right. What's the last four of your Social?

Speaker speaker_1: 0017.

Speaker speaker_0: First name?

Speaker speaker_1: Ryan.

Speaker speaker_0: Say that again?

Speaker speaker_1: Ryan. R-Y-A-N.

Speaker speaker_0: Last name?

Speaker speaker_1: Reese. R-E-E-S-E.

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

Speaker speaker_1: My address is, uh, 703 Monarch Place Apartments, um, Wellsville, South Carolina 29385 and my date of birth is 10/26/89.

Speaker speaker_0: Thank you. Let's see, we got your phone number, 864-361-8739.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And I think that email is ryant.reese1@gmail.com? Yes, sir. All right. So you just need... You said you need your ID card sent to you, then? You said they have... You're giving them the wrong one?

Speaker speaker_1: Well, I have the one that was sent to me and they're telling me that that's incorrect.

Speaker speaker_0: So what is... does the card... Is it... Are you referring to your dental card or your medical card?

Speaker speaker_1: There was only one card that I was given.

Speaker speaker_0: All right. Does the card have 90-Degree Benefits on it or does it have a, uh, American Public Life?

Speaker speaker_1: Um, give me one second.

Speaker speaker_0: Yeah.

Speaker speaker_1: All right. Um, it's got 90-Degree Benefits.

Speaker speaker_0: Okay. So yeah, that's your medical card that you received. I was sending you your dental card and you mind if I put you on a brief hold while I get that for you?

Speaker speaker_1: That's fine.

Speaker speaker_0: Thank you. Are you there, Mr. Reese?

Speaker speaker_1: Yes, sir.

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

Speaker speaker_1: You said you sent it to my email?

Speaker speaker_0: Yes, sir, and I have a quick question-

Speaker speaker_1: Uh-

Speaker speaker_0: ... about your address. You said Monarch Place was apartments?

Speaker speaker_1: Yeah.

Speaker speaker_0: And what's your apartment number?

Speaker speaker_1: 703.

Speaker speaker_0: 703?

Speaker speaker_1: Yep.

Speaker speaker_0: Thank you. All right, so you should receive-

Speaker speaker_1: All right, so, uh-

Speaker speaker_0: ... your physical cards in one to two weeks.

Speaker speaker_1: Okay. Um, now I got some questions for you.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, can you tell me what all I am, uh, staying for with my benefits?

Speaker speaker_0: Yes, sir. Give me one moment. All right, so you have the dental, the life insurance, critical illness, group accident and then preventative care.

Speaker speaker_1: Okay. Now how many cards I'm supposed to get?

Speaker speaker_0: So you... N- Once you get your dental card in the mail, you have both of the cards that you... that you asked me. The other ones don't require cards.

Speaker speaker_1: Oh, okay. Okay. Okay, so I do have a copy of it. Here's the thing I kept. Yeah, I got it right here.

Speaker speaker_0: All right. So your physical, you can expect a physical card in one to two weeks.

Speaker speaker_1: Okay. Awesome. Thank you, sir.

Speaker speaker_0: Say that again?

Speaker speaker_1: I said, w- I said wonderful. Thank you, sir. You've been a very helpful guy to want to today.

Speaker speaker_0: No problem, Mr. Ryan. You do too. Thank you.