

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card, this is Malcolm, how can I help you? Hello, Malcolm. Uh, my name is Nicholas Dier Contreras. I became a Benefits receiver, uh, back beginning of January. And, uh, I haven't received, like, uh, any of my card information. Like I don't know what my insurance number is or anything. I'm on my My Benefit- Yes, sir? My... Excuse me? Go ahead. I was saying, I'm on the, uh, like the Benefits page, Benefits in the Card page, but the My Benefits dropdown on the left navigation bar doesn't open to anything. All right. Well, what staffing company do you work for? That is, uh, Oxford Corp, uh, Oxford Consultants. What's the last four of your social? That's 8509. First name? Is Nicholas. All right. For security purposes, can you verify your address and date of birth for me? Yeah, I just updated in the system, because I see when I signed up they put the incorrect one in. The old one that they had before was 1111, uh, Swope Avenue. Uh, the new address, though, that I live at is 827 East High Street. That's also in Col- Colorado Springs. So I need you to verify the old, the full old address. Okay. That's 1111 Swope, um, Avenue, Colorado Springs, Colorado, 80909. And your date of birth? 1/24/'89. Thank you. All right. So what's your new address? Uh, that's 827 East High Street. Let's see. That's also in Colo- that's also in Colorado Springs, Colorado. And the zip code's 80903. You using out of home or apartment? Last house. All right. And I see I get phone number is 719-499-6246. Yes. And I get email is nicholas.a.guerreracontreras@gmail.com. That is correct. Thank you. So you, so you need all your ID, cards sent to you, you haven't received any? I have not received any. And the online, through the portal, I can't access anything that would rep- represent a card number. Okay. Did you want me to send, them sent physically as well? Most likely they were sent- Sure. ... to your old address, that's why you haven't received them. Yeah, that's what, that's what I figured. Um, when I looked inside the portal and saw that they had my old address still. When I signed up for Benefits, the, uh, person that I signed up with said that she changed it, but apparently it didn't reflect in the system. Okay. So I'm going to go ahead and get that for you. Do you mind if I put you on a brief hold while I get that information for you? Thank you. That's fine. No problem. Thank you. Are you there, Mr. Nicholas? Yeah, man. Hey. So you said your new address, just to confirm, is 827 East High Street? Yeah. All right. Just wanted to make sure. All right, so I just put in a request for them to be sent physically. That will take one to two weeks to get to you, and then I also just sent your ID cards digitally to your email. Okay, awesome. Cool. Yeah, 'cause I... yeah, my wife has an appointment. I went to go look on the portal, I'm like, "I can't find anything." Oh, no. Yes, sir. I understand. I appreciate that. No problem, Mr. Nicholas. And just so you know, none of your dependents will have separate ID cards. They'll be all under your name. So you, they would just present your ID card whenever they use it. Sweet. That makes it real easy. Awesome. All right. Well, was there anything else I can help you with- Awesome. ... today, Mr. Nicholas? No, that is all. You're a great help. I

appreciate your time. No problem, man. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card, this is Malcolm, how can I help you?

Speaker speaker_1: Hello, Malcolm. Uh, my name is Nicholas Dier Contreras. I became a Benefits receiver, uh, back beginning of January. And, uh, I haven't received, like, uh, any of my card information. Like I don't know what my insurance number is or anything. I'm on my My Benefit-

Speaker speaker_0: Yes, sir?

Speaker speaker_1: My... Excuse me?

Speaker speaker_0: Go ahead.

Speaker speaker_1: I was saying, I'm on the, uh, like the Benefits page, Benefits in the Card page, but the My Benefits dropdown on the left navigation bar doesn't open to anything.

Speaker speaker_0: All right. Well, what staffing company do you work for?

Speaker speaker_1: That is, uh, Oxford Corp, uh, Oxford Consultants.

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

Speaker speaker_1: That's 8509.

Speaker speaker_0: First name?

Speaker speaker_1: Is Nicholas.

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

Speaker speaker_1: Yeah, I just updated in the system, because I see when I signed up they put the incorrect one in. The old one that they had before was 1111, uh, Swope Avenue. Uh, the new address, though, that I live at is 827 East High Street. That's also in Col- Colorado Springs.

Speaker speaker_0: So I need you to verify the old, the full old address.

Speaker speaker_1: Okay. That's 1111 Swope, um, Avenue, Colorado Springs, Colorado, 80909.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 1/24/'89.

Speaker speaker_0: Thank you. All right. So what's your new address?

Speaker speaker_1: Uh, that's 827 East High Street.

Speaker speaker_0: Let's see.

Speaker speaker_1: That's also in Colo- that's also in Colorado Springs, Colorado. And the zip code's 80903.

Speaker speaker_0: You using out of home or apartment?

Speaker speaker_1: Last house.

Speaker speaker_0: All right. And I see I get phone number is 719-499-6246.

Speaker speaker_1: Yes.

Speaker speaker_0: And I get email is nicholas.a.guerreracontreras@gmail.com.

Speaker speaker_1: That is correct.

Speaker speaker_0: Thank you. So you, so you need all your ID, cards sent to you, you haven't received any?

Speaker speaker_1: I have not received any. And the online, through the portal, I can't access anything that would rep- represent a card number.

Speaker speaker_0: Okay. Did you want me to send, them sent physically as well? Most likely they were sent-

Speaker speaker_1: Sure.

Speaker speaker_0: ... to your old address, that's why you haven't received them.

Speaker speaker_1: Yeah, that's what, that's what I figured. Um, when I looked inside the portal and saw that they had my old address still. When I signed up for Benefits, the, uh, person that I signed up with said that she changed it, but apparently it didn't reflect in the system.

Speaker speaker_0: Okay. So I'm going to go ahead and get that for you. Do you mind if I put you on a brief hold while I get that information for you?

Speaker speaker_1: Thank you. That's fine.

Speaker speaker_0: No problem. Thank you. Are you there, Mr. Nicholas?

Speaker speaker_2: Yeah, man.

Speaker speaker_0: Hey. So you said your new address, just to confirm, is 827 East High Street?

Speaker speaker_2: Yeah.

Speaker speaker_0: All right. Just wanted to make sure. All right, so I just put in a request for them to be sent physically. That will take one to two weeks to get to you, and then I also just sent your ID cards digitally to your email.

Speaker speaker_2: Okay, awesome. Cool. Yeah, 'cause I... yeah, my wife has an appointment. I went to go look on the portal, I'm like, "I can't find anything." Oh, no.

Speaker speaker_0: Yes, sir. I understand.

Speaker speaker_2: I appreciate that.

Speaker speaker_0: No problem, Mr. Nicholas. And just so you know, none of your dependents will have separate ID cards. They'll be all under your name. So you, they would just present your ID card whenever they use it.

Speaker speaker_2: Sweet. That makes it real easy. Awesome.

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

Speaker speaker_2: Awesome.

Speaker speaker_0: ... today, Mr. Nicholas?

Speaker speaker_2: No, that is all. You're a great help. I appreciate your time.

Speaker speaker_0: No problem, man. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: You too. Bye.

Speaker speaker_0: Thank you. Bye.