

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hey, Malcolm. How are you doing? My name's Keith Jones. Uh, I was calling because I didn't receive my, uh, my insurance card or dental card and, and eye vision card, and I was trying to figure out... I'm trying to call my doctor, and they wanted to update my information on file with my medical card. I never did put this one on their files because I started a new job with MAU. So is there any way I can get those, uh... I was, was it a ID number or something that the doctor asked me for to put on file? I think it's the ID number of my, on my card, a medical card for medical. All right. What staffing company do you work for? You said MAU? Yeah, MAU. All right. So last four of your Social? 9662. First name? Keith. You say Keith? Yeah, Keith. I'm sorry. Is that K-E-I-T-H? That's correct. Last name? Jones. J-O-N-E-S. All right. For security purposes, can you verify your address and date of birth for me? Yes. Uh, 4458 Grove Landing Drive, Grovetown, Georgia, 30813. Date of birth, 02/24/1972. Thank you. So we got your phone number, 803-334-2208. That's correct. And I think your email is joneskeith249@yahoo.com? That's correct. All right. So you just need your medical card sent to you? Yeah. And I was trying to call them to go ahead and put it on file while I can get my, um, blood pressure medicine. All right. Do you mind if I put you on a brief hold? So what, what ID cards do you need? You have not received any of them? No, I didn't see any of them, the medical, the eye, the vision or the, uh, the, uh... what was it? Dental. Let's get those for you. Excuse me? I'm gonna put you on a brief hold. Wanna get those for you? Yeah. Sure, sure, sure. Yeah, Mr. Jones? Yeah. So quick question. Is that 4040... uh, 4458 Grove Landing, is that an apartment or a home? It's a home. And do you have a PO Box or anything? No. Okay, I'm just making sure. I'm gonna put you on hold again. Thank you. Okay. All right. Are you there, Mr. Jones? Yes, I am. All right. So I just sent those ID cards to your email, and I'm also putting in a request for them to be sent physically. Please be advised the physical copies will take one to two weeks. Okay. That's fine, man. I really appreciate the time. No problem, Mr. Jones. Was there anything else I could help you with today? Uh, no, sir. That'll be all. If there's nothing else, thanks for calling Benefits in the Cardle. Hope you have a great rest of your week. All right. Do likewise. Bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hey, Malcolm. How are you doing? My name's Keith Jones. Uh, I was calling because I didn't receive my, uh, my insurance card or dental card and, and eye vision card, and I was trying to figure out... I'm trying to call my doctor, and they wanted to update my information on file with my medical card. I never did put this one on their files because I started a new job with MAU. So is there any way I can get those, uh... I was, was it a ID number or something that the doctor asked me for to put on file? I think it's the ID number of my, on my card, a medical card for medical.

Speaker speaker_1: All right. What staffing company do you work for? You said MAU?

Speaker speaker_2: Yeah, MAU.

Speaker speaker_1: All right. So last four of your Social?

Speaker speaker_2: 9662.

Speaker speaker_1: First name?

Speaker speaker_2: Keith.

Speaker speaker_1: You say Keith?

Speaker speaker_2: Yeah, Keith. I'm sorry.

Speaker speaker_1: Is that K-E-I-T-H?

Speaker speaker_2: That's correct.

Speaker speaker_1: Last name?

Speaker speaker_2: Jones. J-O-N-E-S.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Yes. Uh, 4458 Grove Landing Drive, Grovetown, Georgia, 30813. Date of birth, 02/24/1972.

Speaker speaker_1: Thank you. So we got your phone number, 803-334-2208.

Speaker speaker_2: That's correct.

Speaker speaker_1: And I think your email is joneskeith249@yahoo.com?

Speaker speaker_2: That's correct.

Speaker speaker_1: All right. So you just need your medical card sent to you?

Speaker speaker_2: Yeah. And I was trying to call them to go ahead and put it on file while I can get my, um, blood pressure medicine.

Speaker speaker_1: All right. Do you mind if I put you on a brief hold? So what, what ID cards do you need? You have not received any of them?

Speaker speaker_2: No, I didn't see any of them, the medical, the eye, the vision or the, uh, the, uh... what was it? Dental.

Speaker speaker_1: Let's get those for you.

Speaker speaker_2: Excuse me?

Speaker speaker_1: I'm gonna put you on a brief hold. Wanna get those for you?

Speaker speaker_2: Yeah. Sure, sure, sure.

Speaker speaker_1: Yeah, Mr. Jones?

Speaker speaker_2: Yeah.

Speaker speaker_1: So quick question. Is that 4040... uh, 4458 Grove Landing, is that an apartment or a home?

Speaker speaker_2: It's a home.

Speaker speaker_1: And do you have a PO Box or anything?

Speaker speaker_2: No.

Speaker speaker_1: Okay, I'm just making sure. I'm gonna put you on hold again. Thank you.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: Are you there, Mr. Jones?

Speaker speaker_3: Yes, I am.

Speaker speaker_1: All right. So I just sent those ID cards to your email, and I'm also putting in a request for them to be sent physically. Please be advised the physical copies will take one to two weeks.

Speaker speaker_3: Okay. That's fine, man. I really appreciate the time.

Speaker speaker_1: No problem, Mr. Jones. Was there anything else I could help you with today?

Speaker speaker_3: Uh, no, sir. That'll be all.

Speaker speaker_1: If there's nothing else, thanks for calling Benefits in the Cardle. Hope you have a great rest of your week.

Speaker speaker_3: All right. Do likewise. Bye.

Speaker speaker_1: Thank you. Bye.