

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Uh, yes, sir. I just need to, um, verify I still got coverage, 'cause, uh, I got a card in the mail for vision but I didn't get a med- like, a medical card. All right, so if you wanted a medical card you gotta call and request it. Otherwise, those only send via email. Oh, I, I got one in my email? Uh, yes, sir, it's typically sent via email. If you wanted a physical one, you have to call and request it. Okay. Um, I'm not sure I've seen it in my email. So should be- Sometimes it does g- uh, sometimes it does go to your spam folder. It should be from, uh, info@... Wait, so did you call and request it or did you... Wait, so it should go- Uh. ... to American Public Life. It should be from what? American Public Life. If you haven't received anything, I can get it. I can send it for you again. Uh, yeah, can you send it to me again? Yes, sir. What staff or company do you work for? Uh, WorkSource. What's the last four of your social? 7017. First name? Uh, Ryan. Last name? Uh, Robinson. Okay. For security purposes, can you verify your address and date of birth for me? 475 East Main Street. Date of birth is 10/04/01. So that's not the address that we have on file. Uh, try 445 East Main Street. That's not the one we have either. Okay, just one second. Um, I had moved recently. Uh, 1714A Linwood Drive, Greenwood, Arkansas. Okay. Did you verify with your full social? Uh, 67901... Wait, 679-017-0177. Sorry. I'm finding. So the address that we have is 721 East Heritage Drive, Apartment One, Boonville, Arkansas. Uh, yeah, that's like from... That's like two addresses ago. All right, so let me go ahead and update that for you. What was your new address? 475 East Main Street, uh, Boonville, Arkansas. How do you spell that? B-O-O-N-E-V-I-L-L-E. You saying Z or V? Uh, B-O-O-N-E and then V-I-L-L-E. V as in Victor? Yeah. All right. And then the zip code? 72927. You... So we got your phone number 479-849-7261. Yes, sir. And the email is 479rtrc@gmail.com? Yes, sir. Yeah. All right, so did you want me to put a request for them to be sent physically or you just wanted them via email? Uh, sure, via email. Okay. Now, if I put you on a brief hold, while I get those cards for you? Yeah, that's fine. Thank you. Hello? Yes, sir. All right, so I just shipped those ID cards to your email. All right. Should been- You should be... It might go low. You should, you should be them from an info@benefitsinacard.com. Yeah, I think it did go to my, uh, my spam last time. Right? Yep. All right, man. All right. Well, is there anything else I can help you with today, Mr. Ryan? No, sir. That'll be everything. I appreciate it. No problem. Thanks for calling Benefits In a Card. Hope you have a great rest of your week. You too. Thank you. Thank you.

Conversation Format

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

Speaker speaker_1: Uh, yes, sir. I just need to, um, verify I still got coverage, 'cause, uh, I got a card in the mail for vision but I didn't get a med- like, a medical card.

Speaker speaker_0: All right, so if you wanted a medical card you gotta call and request it. Otherwise, those only send via email.

Speaker speaker_1: Oh, I, I got one in my email?

Speaker speaker_0: Uh, yes, sir, it's typically sent via email. If you wanted a physical one, you have to call and request it.

Speaker speaker_1: Okay. Um, I'm not sure I've seen it in my email. So should be-

Speaker speaker_0: Sometimes it does g- uh, sometimes it does go to your spam folder. It should be from, uh, info@... Wait, so did you call and request it or did you... Wait, so it should go-

Speaker speaker_1: Uh.

Speaker speaker_0: ... to American Public Life.

Speaker speaker_1: It should be from what?

Speaker speaker_0: American Public Life. If you haven't received anything, I can get it. I can send it for you again.

Speaker speaker_1: Uh, yeah, can you send it to me again?

Speaker speaker_0: Yes, sir. What staff or company do you work for?

Speaker speaker_1: Uh, WorkSource.

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

Speaker speaker_1: 7017.

Speaker speaker_0: First name?

Speaker speaker_1: Uh, Ryan.

Speaker speaker_0: Last name?

Speaker speaker_1: Uh, Robinson.

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

Speaker speaker_1: 475 East Main Street. Date of birth is 10/04/01.

Speaker speaker_0: So that's not the address that we have on file.

Speaker speaker_1: Uh, try 445 East Main Street.

Speaker speaker_0: That's not the one we have either.

Speaker speaker_1: Okay, just one second. Um, I had moved recently. Uh, 1714A Linwood Drive, Greenwood, Arkansas.

Speaker speaker_0: Okay. Did you verify with your full social?

Speaker speaker_1: Uh, 67901... Wait, 679-017-0177. Sorry.

Speaker speaker_0: I'm finding. So the address that we have is 721 East Heritage Drive, Apartment One, Boonville, Arkansas.

Speaker speaker_1: Uh, yeah, that's like from... That's like two addresses ago.

Speaker speaker_0: All right, so let me go ahead and update that for you. What was your new address?

Speaker speaker_1: 475 East Main Street, uh, Boonville, Arkansas.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: B-O-O-N-E-V-I-L-L-E.

Speaker speaker_0: You saying Z or V?

Speaker speaker_1: Uh, B-O-O-N-E and then V-I-L-L-E.

Speaker speaker_0: V as in Victor?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. And then the zip code?

Speaker speaker_1: 72927.

Speaker speaker_0: You... So we got your phone number 479-849-7261.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email is 479rttc@gmail.com?

Speaker speaker_1: Yes, sir. Yeah.

Speaker speaker_0: All right, so did you want me to put a request for them to be sent physically or you just wanted them via email?

Speaker speaker_1: Uh, sure, via email.

Speaker speaker_0: Okay. Now, if I put you on a brief hold, while I get those cards for you?

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_0: Thank you. Hello?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right, so I just shipped those ID cards to your email.

Speaker speaker_1: All right. Should been-

Speaker speaker_3: You should be...

Speaker speaker_1: It might go low.

Speaker speaker_3: You should, you should be them from an info@benefitsinacard.com.

Speaker speaker_1: Yeah, I think it did go to my, uh, my spam last time. Right? Yep. All right, man.

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

Speaker speaker_1: No, sir. That'll be everything. I appreciate it.

Speaker speaker_0: No problem. Thanks for calling Benefits In a Card. Hope you have a great rest of your week.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you.