

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. What can I ask you? Um, yes. Um... What insurance I have because I'm trying to make an appointment and they're asking me what kind of insurance and what group. And I don't know. All right. What staffing company do you work for? Partners Personnel. The last four of your Social? Yeah. The last four is 4217. First name? Liliana. How do you spell that? It's L as in Lily. I-L-I-A-N-A. And your last name? It's Coria. C-O-R-I-A. All right. Just for security purposes, can you verify your address and date of birth for me? Mm, yes. My date of birth is October 8, '76. And my address is 243 Flicker Way, Perris, California 92261. Thank you. So we got your phone number as 951-867-8990? Correct. And we can get email as first name last name at gmail.com? Yes, correct. Thank you. Sir, are you referring to your medical, your dental, or your vision when you say which one you needed information about? I need it, I need information on my medical because I'm trying to make an appointment and, and they're asking me that. Yes, ma'am. I can get that sent to you digitally. Did you want a physical copy sent as well? Yes. Yes, please. Okay. Did you need any other ID cards or you already have those? I need ID cards for my vision and dental also 'cause I don't have any information. It's the first time I'm trying to make an appointment for the doctor in so many years, so I have no idea. I understand. Yeah. If you don't mind me putting you in a brief hold, I can get those for you sent digitally and I'll also put in a request for them to be s- be sent physically. Thank you so much. No problem. I'm gonna put you in a brief hold now. Thank you. Okay. You're welcome. Hey, are you there, Ms. Liliana? Yes. All right. So- Yes. I'm right here. ... is that 20, that 243, 243 Flicker Way, is that an, uh, home or apartment? It's a home also. And you don't have a PO Box or anything? No, I don't. Where you get your mail sent to. Yeah, correct. Okay. All right. So I'm about to send that email. Let's get you to- Yeah. ... confirm that you received it. It will be from info@benefitsinacard.com. Okay. What about for my daughter's card? Is it included in mine or? Because I have my daughter under my vision, under the vision. Yes, ma'am. Um, she wouldn't have a separate card under her name. It'll be all under your name. Okay. So, it would be under my name, correct, you said? Yes, ma'am. Yes, ma'am. She'll show up as a dependent under your coverage. Oh, okay. That's fine. Right. Would you be able to confirm that you received that email for me? Yeah. Let me see. Sometimes it does go to your spam folder as well. Yeah. You'll be fine. Are you saying yes, you received it? No, no, no, no. Not yet. Not yet. I'm trying to get reception. It's 'cause I'm here at work and their- Mm-hmm. ... reception is so bad. So let me just step outside really quick. As soon as I step outside, I, I get reception. But I have to step outside real quick. That's fine. Let me see. Uh, let me check my spam just in case. Okay. Yeah, I got the email. All right. And you can expect your physical cards to be there in one to two weeks. In two weeks? Okay. One, one to two weeks. Well, then, let me get back in my office so I could hear. Okay. And you said in two weeks I should

get it in the mail? In one to two weeks. Yes, ma'am. Okay. And then meanwhile, I can print, uh, these that you sent me in the email, correct? Yes, ma'am. The cards you need will be- The mail? It will be the same cards. They'll just be physical ones. Okay, perfect. All right. And is there anything else I can help you with today, Ms. Liliana? No, that's it. Thank you so much for your help. I appreciate it. No problem. That's what I'm here for. If there's nothing else, thanks for calling Benefits in a Card. Hope you have a great rest of your week. Okay. Thank you so much. You too. No problem. Thank you. All right. Bye-bye. Okay. Bye-bye.

Conversation Format

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

Speaker speaker_1: Um, yes. Um... What insurance I have because I'm trying to make an appointment and they're asking me what kind of insurance and what group. And I don't know.

Speaker speaker_0: All right. What staffing company do you work for?

Speaker speaker_1: Partners Personnel.

Speaker speaker_0: The last four of your Social?

Speaker speaker_1: Yeah. The last four is 4217.

Speaker speaker_0: First name?

Speaker speaker_1: Liliana.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: It's L as in Lily. I-L-I-A-N-A.

Speaker speaker_0: And your last name?

Speaker speaker_1: It's Coria. C-O-R-I-A.

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

Speaker speaker_1: Mm, yes. My date of birth is October 8, '76. And my address is 243 Flicker Way, Perris, California 92261.

Speaker speaker_0: Thank you. So we got your phone number as 951-867-8990?

Speaker speaker_1: Correct.

Speaker speaker_0: And we can get email as first name last name at gmail.com?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: Thank you. Sir, are you referring to your medical, your dental, or your vision when you say which one you needed information about?

Speaker speaker_1: I need it, I need information on my medical because I'm trying to make an appointment and, and they're asking me that.

Speaker speaker_0: Yes, ma'am. I can get that sent to you digitally. Did you want a physical copy sent as well?

Speaker speaker_1: Yes. Yes, please.

Speaker speaker_0: Okay. Did you need any other ID cards or you already have those?

Speaker speaker_1: I need ID cards for my vision and dental also 'cause I don't have any information. It's the first time I'm trying to make an appointment for the doctor in so many years, so I have no idea.

Speaker speaker_0: I understand. Yeah. If you don't mind me putting you in a brief hold, I can get those for you sent digitally and I'll also put in a request for them to be s- be sent physically.

Speaker speaker_1: Thank you so much.

Speaker speaker_0: No problem. I'm gonna put you in a brief hold now. Thank you.

Speaker speaker_1: Okay. You're welcome.

Speaker speaker_0: Hey, are you there, Ms. Liliana?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So-

Speaker speaker_1: Yes. I'm right here.

Speaker speaker_0: ... is that 20, that 243, 243 Flicker Way, is that an, uh, home or apartment?

Speaker speaker_1: It's a home also.

Speaker speaker_0: And you don't have a PO Box or anything?

Speaker speaker_1: No, I don't.

Speaker speaker_0: Where you get your mail sent to.

Speaker speaker_1: Yeah, correct.

Speaker speaker_0: Okay. All right. So I'm about to send that email. Let's get you to-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... confirm that you received it. It will be from info@benefitsinacard.com.

Speaker speaker_1: Okay. What about for my daughter's card? Is it included in mine or? Because I have my daughter under my vision, under the vision.

Speaker speaker_0: Yes, ma'am. Um, she wouldn't have a separate card under her name. It'll be all under your name.

Speaker speaker_1: Okay. So, it would be under my name, correct, you said?

Speaker speaker_0: Yes, ma'am. Yes, ma'am. She'll show up as a dependent under your coverage.

Speaker speaker_1: Oh, okay. That's fine.

Speaker speaker_0: Right. Would you be able to confirm that you received that email for me?

Speaker speaker_1: Yeah. Let me see.

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

Speaker speaker_1: Yeah.

Speaker speaker_0: You'll be fine. Are you saying yes, you received it?

Speaker speaker_1: No, no, no, no. Not yet. Not yet. I'm trying to get reception. It's 'cause I'm here at work and their-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... reception is so bad. So let me just step outside really quick. As soon as I step outside, I, I get reception. But I have to step outside real quick.

Speaker speaker_0: That's fine.

Speaker speaker_1: Let me see. Uh, let me check my spam just in case. Okay. Yeah, I got the email.

Speaker speaker_0: All right. And you can expect your physical cards to be there in one to two weeks.

Speaker speaker_1: In two weeks? Okay.

Speaker speaker_0: One, one to two weeks.

Speaker speaker_1: Well, then, let me get back in my office so I could hear. Okay. And you said in two weeks I should get it in the mail?

Speaker speaker_0: In one to two weeks. Yes, ma'am.

Speaker speaker_1: Okay. And then meanwhile, I can print, uh, these that you sent me in the email, correct?

Speaker speaker_0: Yes, ma'am. The cards you need will be-

Speaker speaker_1: The mail?

Speaker speaker_0: It will be the same cards. They'll just be physical ones.

Speaker speaker_1: Okay, perfect. All right.

Speaker speaker_0: And is there anything else I can help you with today, Ms. Liliana?

Speaker speaker_1: No, that's it. Thank you so much for your help. I appreciate it.

Speaker speaker_0: No problem. That's what I'm here for. If there's nothing else, thanks for calling Benefits in a Card. Hope you have a great rest of your week.

Speaker speaker_1: Okay. Thank you so much. You too.

Speaker speaker_0: No problem. Thank you.

Speaker speaker_1: All right.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Okay. Bye-bye.