

## **Transcript: Malcolm**

**Nash-5322896685973504-6629970527174656**

### **Full Transcript**

Hey, this is the state 000. Good morning . Um, I was trying to figure out how do I pull up my, um, my insurance card online? Uh, I don't have an email or, or anything to figure out how to access it. Staffing company you work for? It's Staffing. So they should have sent you a link to log into your account. Oh, your phone is breaking up really bad. Oh, is it now? I think my phone is breaking up really bad. Okay, could you, could you please repeat that? So they should have sent you a link to be able to login and access it from your end. Hmm. Okay, so I need to reach out to them then? No, so I can get you, I can see, I can get your ID cards for you. I wouldn't be able to help you with the login issue, but I can see, I can see about getting your ID cards for you. What's the last four to your Social? 8338. First name? Laporsches. Last name? Hinton. All right. For security purposes, can you verify your address and date of birth for me? Uh-huh. 7018 Forrest Mill Drive, Cottondale, Alabama 35453. And what was the, my date of birth? Yes, ma'am. Okay. Um, it's 9/9/87, 1987. Thank you. So we got your phone number, 205-657-9258. Yes, that's correct. Your email is laporsches.h@yahoo.com? Mm-hmm. That's correct as well. Thank you. So what ID cards did you need? Um, just... Oh, it's, um, it's different cards. I just need my own- So you have dental, vision and medical. So I just need to know which ones you needed. Medical. Can I get 'em all? Yes, ma'am. Okay. Do you mind if I, do you mind if I put you on a brief hold while I get those for you? No. Sure, that'll be fine. Thank you. Hey, are you there, Ms. Hinton? I, I'm still here. I just sent those ID cards to your email. Okay. I appreciate it. No problem. Just to verify that 70, that 7018 Forrest Mill Drive, is that a home or apartment? It's a home. Okay, I just wanted to make sure. So your physical, medical card should take one or two weeks to get to you. Okay, perfect. Ms. Forrest, spelled with two Rs or just one? Just one. That's a good question. Okay. I just wanted to make sure it wasn't a typo. Thank you. All right. Well, was there anything else that I could help you with today, Ms. Hinton? No, that'll be all. All right. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. Thank you. You as well. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Hey, this is the state 000.

Speaker speaker\_1: Good morning . Um, I was trying to figure out how do I pull up my, um, my insurance card online? Uh, I don't have an email or, or anything to figure out how to access it.

Speaker speaker\_0: Staffing company you work for?

Speaker speaker\_1: It's

Speaker speaker\_2: Staffing.

Speaker speaker\_0: So they should have sent you a link to log into your account.

Speaker speaker\_1: Oh, your phone is breaking up really bad. Oh, is it now? I think my phone is breaking up really bad. Okay, could you, could you please repeat that?

Speaker speaker\_0: So they should have sent you a link to be able to login and access it from your end.

Speaker speaker\_1: Hmm. Okay, so I need to reach out to them then?

Speaker speaker\_0: No, so I can get you, I can see, I can get your ID cards for you. I wouldn't be able to help you with the login issue, but I can see, I can see about getting your ID cards for you. What's the last four to your Social?

Speaker speaker\_1: 8338.

Speaker speaker\_0: First name?

Speaker speaker\_1: Laporsches.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Hinton.

Speaker speaker\_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Uh-huh. 7018 Forrest Mill Drive, Cottondale, Alabama 35453. And what was the, my date of birth?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay. Um, it's 9/9/87, 1987.

Speaker speaker\_0: Thank you. So we got your phone number, 205-657-9258.

Speaker speaker\_1: Yes, that's correct.

Speaker speaker\_0: Your email is laporsches.h@yahoo.com?

Speaker speaker\_1: Mm-hmm. That's correct as well.

Speaker speaker\_0: Thank you. So what ID cards did you need?

Speaker speaker\_1: Um, just... Oh, it's, um, it's different cards. I just need my own-

Speaker speaker\_0: So you have dental, vision and medical. So I just need to know which ones you needed.

Speaker speaker\_1: Medical. Can I get 'em all?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you mind if I, do you mind if I put you on a brief hold while I get those for you?

Speaker speaker\_1: No. Sure, that'll be fine.

Speaker speaker\_0: Thank you. Hey, are you there, Ms. Hinton?

Speaker speaker\_1: I, I'm still here.

Speaker speaker\_0: I just sent those ID cards to your email.

Speaker speaker\_1: Okay. I appreciate it.

Speaker speaker\_0: No problem. Just to verify that 70, that 7018 Forrest Mill Drive, is that a home or apartment?

Speaker speaker\_1: It's a home.

Speaker speaker\_0: Okay, I just wanted to make sure. So your physical, medical card should take one or two weeks to get to you.

Speaker speaker\_1: Okay, perfect.

Speaker speaker\_0: Ms. Forrest, spelled with two Rs or just one?

Speaker speaker\_1: Just one. That's a good question.

Speaker speaker\_0: Okay. I just wanted to make sure it wasn't a typo.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: All right. Well, was there anything else that I could help you with today, Ms. Hinton?

Speaker speaker\_1: No, that'll be all.

Speaker speaker\_0: All right. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker\_1: Thank you. You as well.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Bye-bye.