

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Matt. How may I can help you? Hello. Um, good afternoon. I'm calling because, um, I have the benefits through my, um, job, but I, I've been trying to access, like, my... 'Cause I know I have, um... Hold on, sorry, let me go to the chart. Um, one second. I'm so sorry. Um, because I know I have the medical, the dental, the vision, like all the other stuff, and like, the Medicare, but I don't have any of my provider numbers. So it's just like I'm paying for it, but I don't have a way of using anything because I don't have, like, any of the numbers that I need to send it to. What staffing company do you work for, ma'am? MAU. What's the last four of your social? Uh, 7260. First name? Destiny. Last name? Wilder. For security purposes, can you verify your address and date of birth for me? 08022005 and 220510. And the city, state, zip code? North Charleston, South Carolina 29406. You got your phone number at 854-902-0681? Yes. And the email is destinywilder13@gmail.com? Yes. So which ID cards did you need? Um, I, I actually needed them all. Okay. Because I don't have, I don't have any of them at all. I'm sorry. You're fine. Do you mind if I put you on on number three while I get those for you? That's fine. Thank you. Are you there, Ms. Destiny? Yeah. All right. So I just sent those ID card to your email. Oh. Can you re- can you confirm that you received them? Okay, one second. Looking now. I did not receive anything yet. So it should be from the info@benefitsinacard.com. Okay. Yeah, it didn't come through yet. They also sometimes go to your spam inbox. Okay. One second. So refreshing. Yeah, I didn't get it. So your email is destinywilder13 at gmail.com, correct? Yes. It's not showing that it bounced back. That's the email that I sent you to. Hmm. Okay. Um, well my email just updated so I, I don't see anything. The latest email I see is from like, 12:58. I can resend it again. If you need. Please. Is there another email that you have? Um, no, that's the only email. All right. I'll just resend it again. Okay. It should be from info@benefitsinacard.com. Okay. Hmm. Are you doing it- are you doing it while you're on the phone with me? You said what, ma'am? Are you trying to access it while you're on the phone with me through your phone? Uh, I think, yes. So sometimes that does delay- But like my email's still, my email's like still loading. It says updated just now but I still don't see anything. So destiny is D-E-S-T-I-N-Y W-Y-L-D-E-R 13 at gmail.com? Yes. That's the email that I sent it to. Okay. Um... Yeah, I'm not sure. But if you want to give it a minute and if you don't receive it you give us a call back and we can get it sent again? Uh, yes, that's fine. You said again? I said that's fine. I'll, um, call back if I don't receive it. Okay. Just so you know we're open 8:00 AM to 8:00 PM Eastern Time. Okay, thank you. No problem. You have a great day, Ms. Destiny. You too. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Matt. How may I can help you?

Speaker speaker_1: Hello. Um, good afternoon. I'm calling because, um, I have the benefits through my, um, job, but I, I've been trying to access, like, my... 'Cause I know I have, um... Hold on, sorry, let me go to the chart. Um, one second. I'm so sorry. Um, because I know I have the medical, the dental, the vision, like all the other stuff, and like, the Medicare, but I don't have any of my provider numbers. So it's just like I'm paying for it, but I don't have a way of using anything because I don't have, like, any of the numbers that I need to send it to.

Speaker speaker_0: What staffing company do you work for, ma'am?

Speaker speaker_1: MAU.

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

Speaker speaker_1: Uh, 7260.

Speaker speaker_0: First name?

Speaker speaker_1: Destiny.

Speaker speaker_0: Last name?

Speaker speaker_1: Wilder.

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

Speaker speaker_1: 08022005 and 220510.

Speaker speaker_0: And the city, state, zip code?

Speaker speaker_1: North Charleston, South Carolina 29406.

Speaker speaker_0: You got your phone number at 854-902-0681?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email is destinywilder13@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: So which ID cards did you need?

Speaker speaker_1: Um, I, I actually needed them all.

Speaker speaker_0: Okay.

Speaker speaker_1: Because I don't have, I don't have any of them at all. I'm sorry.

Speaker speaker_0: You're fine. Do you mind if I put you on on number three while I get those for you?

Speaker speaker_1: That's fine.

Speaker speaker_0: Thank you. Are you there, Ms. Destiny?

Speaker speaker_2: Yeah.

Speaker speaker_0: All right. So I just sent those ID card to your email.

Speaker speaker_2: Oh.

Speaker speaker_0: Can you re- can you confirm that you received them?

Speaker speaker_2: Okay, one second. Looking now. I did not receive anything yet.

Speaker speaker_0: So it should be from the info@benefitsinacard.com.

Speaker speaker_2: Okay. Yeah, it didn't come through yet.

Speaker speaker_0: They also sometimes go to your spam inbox.

Speaker speaker_2: Okay. One second. So refreshing. Yeah, I didn't get it.

Speaker speaker_0: So your email is destinywilder13 at gmail.com, correct?

Speaker speaker_2: Yes.

Speaker speaker_0: It's not showing that it bounced back. That's the email that I sent you to.

Speaker speaker_2: Hmm. Okay. Um, well my email just updated so I, I don't see anything. The latest email I see is from like, 12:58.

Speaker speaker_0: I can resend it again. If you need.

Speaker speaker_2: Please.

Speaker speaker_0: Is there another email that you have?

Speaker speaker_2: Um, no, that's the only email.

Speaker speaker_0: All right. I'll just resend it again.

Speaker speaker_2: Okay.

Speaker speaker_0: It should be from info@benefitsinacard.com.

Speaker speaker_2: Okay. Hmm.

Speaker speaker_0: Are you doing it- are you doing it while you're on the phone with me?

Speaker speaker_2: You said what, ma'am?

Speaker speaker_0: Are you trying to access it while you're on the phone with me through your phone?

Speaker speaker_2: Uh, I think, yes.

Speaker speaker_0: So sometimes that does delay-

Speaker speaker_2: But like my email's still, my email's like still loading. It says updated just now but I still don't see anything.

Speaker speaker_0: So destiny is D-E-S-T-I-N-Y W-Y-L-D-E-R 13 at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_0: That's the email that I sent it to.

Speaker speaker_2: Okay. Um... Yeah, I'm not sure.

Speaker speaker_0: But if you want to give it a minute and if you don't receive it you give us a call back and we can get it sent again?

Speaker speaker_2: Uh, yes, that's fine.

Speaker speaker_0: You said again?

Speaker speaker_2: I said that's fine. I'll, um, call back if I don't receive it.

Speaker speaker_0: Okay. Just so you know we're open 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_2: Okay, thank you.

Speaker speaker_0: No problem. You have a great day, Ms. Destiny.

Speaker speaker_2: You too.

Speaker speaker_0: Thank you.