

## **Transcript: Malcolm**

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### **Full Transcript**

Thanks for calling Benefits in the Car. This is Malcolm's. How can I help you? Hi. I'm just trying to log in to my, uh, account, and I don't really know how to. Like, I've done it before and it's, it's not letting me go to the same site, so I just wanted to make sure I was doing the right thing. Um... So, I wouldn't be able to help you with the log in. I would be more so to help you get enrolled into the health insurance. Okay. Can you... I just want to know, I have the dental insurance. What is it called? What's the company? Like, how do I know what my dental insurance is? Do I have to be logged in to find that out? Uh, so you, you... It's a American Public Life. American Public Life. Okay. That's the carrier for your dental. And like, but the only way to get, like, the information, I'm assuming, is to be logged in to what, what is the, like, website? Is it B-I-A-C dot com? What staffing company do you work for? Uh, Creative Circle. So it'd be mybiac.com/creativecircle. Mm-hmm. Okay. And then that's how I would get, like, my member ID or something with that company? So have you not received your ID card? Is that what you're referring to? No. Yeah, I have one that's like a vision one, but it doesn't had anything about the, the dental. I never got a card. All right. Like- What's the last four of your social? 8811. First name? Chelsea. Last name? Edson. All right. For security purposes, can you verify your address and date of birth for me? 2553 Thompson Road Northeast, Brookhaven, Georgia 30319. January 5th, 1987. Thank you. So we got your phone number. 770-823-3910. Yes. And the email is caedison@gmail.com? Yeah. Edson, E-D-S-O-N. Yes. We need a dental card sent to you? Yes, please. All right. You mind if I just run a brief 0400 while I get that for you? Sure. Thank you. All right. Are you there, Ms. Chelsea? Yes. I just sent that ID card to your email. Did you want me to ph- send a physical copy as well? Yes, please. All right. So are you staying in a home or apartment? A home. And do you have a PO box? Do you have a PO box or does it, it goes straight to the address that's on file? Straight to the address. Just to confirm, 2553 Thompson Road Northeast, Brookhaven, Georgia 30319? Yes. Thank you. All right. Well, is there... Could you confirm that you received that ID card? Yes, I got it. Thank you. No problem. Well, is there anything else I can help you with today? That's it. All right then. If nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm's. How can I help you?

Speaker speaker\_1: Hi. I'm just trying to log in to my, uh, account, and I don't really know how to. Like, I've done it before and it's, it's not letting me go to the same site, so I just wanted to make sure I was doing the right thing. Um...

Speaker speaker\_0: So, I wouldn't be able to help you with the log in. I would be more so to help you get enrolled into the health insurance.

Speaker speaker\_1: Okay. Can you... I just want to know, I have the dental insurance. What is it called? What's the company? Like, how do I know what my dental insurance is? Do I have to be logged in to find that out?

Speaker speaker\_0: Uh, so you, you... It's a American Public Life.

Speaker speaker\_1: American Public Life. Okay.

Speaker speaker\_0: That's the carrier for your dental.

Speaker speaker\_1: And like, but the only way to get, like, the information, I'm assuming, is to be logged in to what, what is the, like, website? Is it B-I-A-C dot com?

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: Uh, Creative Circle.

Speaker speaker\_0: So it'd be mybiac.com/creativecircle.

Speaker speaker\_1: Mm-hmm. Okay. And then that's how I would get, like, my member ID or something with that company?

Speaker speaker\_0: So have you not received your ID card? Is that what you're referring to?

Speaker speaker\_1: No. Yeah, I have one that's like a vision one, but it doesn't had anything about the, the dental. I never got a card.

Speaker speaker\_0: All right.

Speaker speaker\_1: Like-

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 8811.

Speaker speaker\_0: First name?

Speaker speaker\_1: Chelsea.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Edson.

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

Speaker speaker\_1: 2553 Thompson Road Northeast, Brookhaven, Georgia 30319. January 5th, 1987.

Speaker speaker\_0: Thank you. So we got your phone number. 770-823-3910.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email is caedison@gmail.com?

Speaker speaker\_1: Yeah. Edson, E-D-S-O-N. Yes.

Speaker speaker\_0: We need a dental card sent to you?

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: All right. You mind if I just run a brief 0400 while I get that for you?

Speaker speaker\_1: Sure.

Speaker speaker\_0: Thank you. All right. Are you there, Ms. Chelsea?

Speaker speaker\_1: Yes.

Speaker speaker\_0: I just sent that ID card to your email. Did you want me to ph- send a physical copy as well?

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: All right. So are you staying in a home or apartment?

Speaker speaker\_1: A home.

Speaker speaker\_0: And do you have a PO box? Do you have a PO box or does it, it goes straight to the address that's on file?

Speaker speaker\_1: Straight to the address.

Speaker speaker\_0: Just to confirm, 2553 Thompson Road Northeast, Brookhaven, Georgia 30319?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you. All right. Well, is there... Could you confirm that you received that ID card?

Speaker speaker\_1: Yes, I got it. Thank you.

Speaker speaker\_0: No problem. Well, is there anything else I can help you with today?

Speaker speaker\_1: That's it.

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

Speaker speaker\_1: You too. Bye-bye.