

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. How can I help you? Good morning. I was calling this morning to see if I can get, uh, a replacement insur- um, insurance card because I lost mine. What staffing company you work for? Uh... Shit, what's their name? Um, Site Staffing. I'm sorry, Site Staffing? Correct. What's the last four of your Social? Uh, 53A. First name? Adrian. Last name? Harris. All right. For security purposes, can you verify your address and date of birth for me? 4150 West Good Hope Road, Milwaukee, Wisconsin, 53209. And date of birth, 8/7/02. And you said West Hope, you said West Good Hope Road? Correct. Is that a home or an apartment? It's, uh, it's, it's a home but it's like a complex of many homes. The address would be... Well, the apartment number will be 4150. 4150? Correct. Yeah. So, we got your phone number, 262-606-0207? Correct. And the email is jonesaaron2022@gmail.com? Perfect. Right. So you just need your dental card sent to you? Or it's the ID card that you need? Um, um, the... Both. I lost both, the medical and dental. So you only have... You only have the dental and the FreeRx. Oh. So with the FreeRx, your ID card is... Your ID card is on the FreeRx website. With your dental, I can get that one sent to you digitally while you wait on a new physical copy. Wait. So, the, the Rx one, what is that? That... So FreeRx is a virtual pharmacy that gives you access to over 800 generic acute and chronic medications along with access to virtual urgent care appointments. Oh, okay. So, that don't come with a physical card? No, sir. That one's a... You have to get that card directly from the FreeRx website. Oh, okay. So I'll go do that. And then also, yes, I would like the, the dental card resent. Yeah.

Conversation Format

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

Speaker speaker_1: Good morning. I was calling this morning to see if I can get, uh, a replacement insur- um, insurance card because I lost mine.

Speaker speaker_0: What staffing company you work for?

Speaker speaker_1: Uh... Shit, what's their name? Um, Site Staffing.

Speaker speaker_0: I'm sorry, Site Staffing?

Speaker speaker_1: Correct.

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

Speaker speaker_1: Uh, 53A.

Speaker speaker_0: First name?

Speaker speaker_1: Adrian.

Speaker speaker_0: Last name?

Speaker speaker_1: Harris.

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

Speaker speaker_1: 4150 West Good Hope Road, Milwaukee, Wisconsin, 53209. And date of birth, 8/7/02.

Speaker speaker_0: And you said West Hope, you said West Good Hope Road?

Speaker speaker_1: Correct.

Speaker speaker_0: Is that a home or an apartment?

Speaker speaker_1: It's, uh, it's, it's a home but it's like a complex of many homes. The address would be... Well, the apartment number will be 4150.

Speaker speaker_0: 4150?

Speaker speaker_1: Correct.

Speaker speaker_0: Yeah. So, we got your phone number, 262-606-0207?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email is jonesaaron2022@gmail.com?

Speaker speaker_1: Perfect.

Speaker speaker_0: Right. So you just need your dental card sent to you? Or it's the ID card that you need?

Speaker speaker_1: Um, um, the... Both. I lost both, the medical and dental.

Speaker speaker_0: So you only have... You only have the dental and the FreeRx.

Speaker speaker_1: Oh.

Speaker speaker_0: So with the FreeRx, your ID card is... Your ID card is on the FreeRx website. With your dental, I can get that one sent to you digitally while you wait on a new physical copy.

Speaker speaker_1: Wait. So, the, the Rx one, what is that?

Speaker speaker_0: That... So FreeRx is a virtual pharmacy that gives you access to over 800 generic acute and chronic medications along with access to virtual urgent care appointments.

Speaker speaker_1: Oh, okay. So, that don't come with a physical card?

Speaker speaker_0: No, sir. That one's a... You have to get that card directly from the FreeRx website.

Speaker speaker_1: Oh, okay. So I'll go do that. And then also, yes, I would like the, the dental card resent. Yeah.