

## **Transcript: Malcolm**

**Nash-5674879896698880-4863740245884928**

### **Full Transcript**

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hey, so I work through, uh, Surge Staffing, uh, here in Seymour, Indiana, and they said I had insurance thrown, and it's through you guys but I've never gotten an insurance card, and I really need my insurance card. All right. What's the last four of your social? 9970. First name? It's Austin. Last name? It's Savcek. S as in Sam, the V as in zebra, EW, C as in cat, IK. All right. For security purposes, can you verify your address and date of birth for me? Yeah. It's 14020 East 400th South Elizabethtown, Indiana, 47232. My date of birth is 1/18/94. Thank you. So we got your phone number, 812-344-3351? Yes. And then the email is lastname1@gmail.com? Yes. Thank you. All right. So it doesn't look like your coverage actually started yet. It looks like they just... it's still pending, waiting for your first deduction to happen. Okay. And, uh, so that might be this week. Uh, do I have an insurance number and all that? 'Cause, I mean, I see a hand specialist tomorrow and then it'll probably be, like, another two, three days till I start, uh... No, sir, 'cause we, they don't start produ- producing any of that stuff until your coverage actually is active. Oh, okay. All righty. Thank you. No problem, Mr. Austin. Was there anything else I can help you with today? No, that'll be it. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. You too. Bye. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Hey, so I work through, uh, Surge Staffing, uh, here in Seymour, Indiana, and they said I had insurance thrown, and it's through you guys but I've never gotten an insurance card, and I really need my insurance card.

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

Speaker speaker\_1: 9970.

Speaker speaker\_0: First name?

Speaker speaker\_1: It's Austin.

Speaker speaker\_0: Last name?

Speaker speaker\_1: It's Savcek. S as in Sam, the V as in zebra, EW, C as in cat, IK.

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

Speaker speaker\_1: Yeah. It's 14020 East 400th South Elizabethtown, Indiana, 47232. My date of birth is 1/18/94.

Speaker speaker\_0: Thank you. So we got your phone number, 812-344-3351?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then the email is lastname1@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you. All right. So it doesn't look like your coverage actually started yet. It looks like they just... it's still pending, waiting for your first deduction to happen.

Speaker speaker\_1: Okay. And, uh, so that might be this week. Uh, do I have an insurance number and all that? 'Cause, I mean, I see a hand specialist tomorrow and then it'll probably be, like, another two, three days till I start, uh...

Speaker speaker\_0: No, sir, 'cause we, they don't start produ- producing any of that stuff until your coverage actually is active.

Speaker speaker\_1: Oh, okay. All righty. Thank you.

Speaker speaker\_0: No problem, Mr. Austin. Was there anything else I can help you with today?

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

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

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: Thank you.