

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefit Center. This is Malcolm, how can I help you? Yes, Malcolm. My name is Stanley Arnold. I'm trying to find out, uh, what type of insurance I have because I have a doctor's appointment coming up and I paid for this and I never received a card. All right. What staffing company do you work for? Noor. You said Knoll? No, I said Noor, N-O-O-R. Okay. What's the last four of your social? 0441. First name? Stanley. All right. For security purposes, can you verify your address and date of birth for me? Sure. My, uh, date of birth is 10/29/72 and my address is 31 Catlin Ave., Wilkes-Barre, Pennsylvania 18702. Thank you. So we got your phone number, 570-846-7546. I just got it changed. And what's your new phone number? My new number is... Let me get it here 'cause I'm not familiar with it yet. 272-250-9272. Okay. Your email is stanarnoldjr@gmail.com? Yes, sir. Thank you. All right. So you say you haven't received yet, a new medical card yet? Yeah, I never received it. I think it's... So which one are you referring to? Your medical or your free RX? No, I already got the free RX. My medical. Okay. Malcolm, I'll put you on a brief hold, while I get that for you. Okay, thank you. Mm-hmm. Hey, pup. Thank you. Are you there, Mr. Arnold? Yes, sir, Malcolm. All right. So what I'm gonna have to do, I'm gonna have to send an email to the back office to get that information for you 'cause it's not showing up for me. All right. Um, as soon as I make that ID card, then I will email it to you to the stanarnoldjr@gmail.com. All right. And, and what will it, what will it be coming from? Benefits Center Card or? What email- It'll be info@benefitcentercard.com. Oh, okay. All right. Well, was there anything else I can help you with today, Mr. Arnold? No, that's it. What was that e- email address again? Info@benefitcentercard.com. Info@... Fit... Card....com. Yeah. All right. Thank you, Malcolm. No problem, Mr. Arnold. I do also want to let you know that it looks like your coverage isn't active for this week. It's inactive? Why? Uh, looks like no deduction was taken last week to pay for this week's coverage. Oh, well, guess what? It, it's, they've been taken out. Okay. I'll include that in my email to the back office to get them to look into that. All right. Thank you very much. No problem, Mr. Arnold. You have a great rest of your week. You too. Bye-bye. Yeah.

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefit Center. This is Malcolm, how can I help you?

Speaker speaker\_1: Yes, Malcolm. My name is Stanley Arnold. I'm trying to find out, uh, what type of insurance I have because I have a doctor's appointment coming up and I paid for this and I never received a card.

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

Speaker speaker\_1: Noor.

Speaker speaker\_0: You said Knoll?

Speaker speaker\_1: No, I said Noor, N-O-O-R.

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

Speaker speaker\_1: 0441.

Speaker speaker\_0: First name?

Speaker speaker\_1: Stanley.

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

Speaker speaker\_1: Sure. My, uh, date of birth is 10/29/72 and my address is 31 Catlin Ave., Wilkes-Barre, Pennsylvania 18702.

Speaker speaker\_0: Thank you. So we got your phone number, 570-846-7546.

Speaker speaker\_1: I just got it changed.

Speaker speaker\_0: And what's your new phone number?

Speaker speaker\_1: My new number is... Let me get it here 'cause I'm not familiar with it yet. 272- 250-9272.

Speaker speaker\_0: Okay. Your email is stanarnoldjr@gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Thank you. All right. So you say you haven't received yet, a new medical card yet?

Speaker speaker\_1: Yeah, I never received it.

Speaker speaker\_0: I think it's... So which one are you referring to? Your medical or your free RX?

Speaker speaker\_1: No, I already got the free RX. My medical.

Speaker speaker\_0: Okay. Malcolm, I'll put you on a brief hold, while I get that for you.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Hey, pup. Thank you.

Speaker speaker\_0: Are you there, Mr. Arnold?

Speaker speaker\_1: Yes, sir, Malcolm.

Speaker speaker\_0: All right. So what I'm gonna have to do, I'm gonna have to send an email to the back office to get that information for you 'cause it's not showing up for me.

Speaker speaker\_1: All right.

Speaker speaker\_0: Um, as soon as I make that ID card, then I will email it to you to the stanarnoldjr@gmail.com.

Speaker speaker\_1: All right. And, and what will it, what will it be coming from? Benefits Center Card or? What email-

Speaker speaker\_0: It'll be info@benefitcentercard.com.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: All right. Well, was there anything else I can help you with today, Mr. Arnold?

Speaker speaker\_1: No, that's it. What was that e- email address again?

Speaker speaker\_0: Info@benefitcentercard.com.

Speaker speaker\_1: Info@... Fit... Card....com.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: All right. Thank you, Malcolm.

Speaker speaker\_0: No problem, Mr. Arnold. I do also want to let you know that it looks like your coverage isn't active for this week.

Speaker speaker\_1: It's inactive? Why?

Speaker speaker\_0: Uh, looks like no deduction was taken last week to pay for this week's coverage.

Speaker speaker\_1: Oh, well, guess what? It, it's, they've been taken out.

Speaker speaker\_0: Okay. I'll include that in my email to the back office to get them to look into that.

Speaker speaker\_1: All right. Thank you very much.

Speaker speaker\_0: No problem, Mr. Arnold. You have a great rest of your week.

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

Speaker speaker\_2: Yeah.