

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card, this is Malcolm. How can I help you? I guess I need to make some changes to my benefits. I tried to do it in, through the email but it wouldn't let me in. What, what staffing company do you work for? Hamilton Riker. What's the last four of your social? 2108. First name? Tammy. Last name? Key, K-E-Y. All right. For security purposes, can you verify your address and date of birth for me? 1237 West Clover Road, Jackson, Tennessee 38301 and my birthday is 4-23-1969. Thank you. And what type of changes were you looking to make? Um, honestly, I wanted to take everything off except the vision. I'm not gonna... I work five days a week. I won't even be able to go. I just, I wanna take everything off except... I want to take the, the health insurance off, the Rx card and just keep the vision. And that's it? That's... Yeah, that's it. Okay. All right. I got that in the system. Please be advised it takes one to two weeks for the changes to happen. There's a possibility your deductions of the \$33.66 will be taken off of your vision benefits- Okay. ... so it should be \$159 for the vision only. Okay. All right, thank you. No problem, Ms. Key. Was there anything else I can help you with today? No. Oh, yeah. Do you know when I'll get my card for the vision? I, I've, I've been working there for a month now. I didn't know when I would get my card. You should, should receive it in the mail b- by now. Uh-uh. I haven't got anything. So let's see. I can get it sent to you digitally. That's fine. Yeah, that'd be good. All right. Do you mind if I put you on a brief hold while I get that for you? Sure. Thank you. Do we have any Ointments in the cabinet? Um, I think the Optic Clean is the only thing we have. It's Optic Clean. I'm not sure. There's about 200 of them. You're welcome. Let me go back here and see if we have any over here. I'll let you use that one. Thank you. If you want to just use a little bit of that or you can just use the whole thing. You can just use the whole thing. It doesn't matter. ... now put that where- Are you there, Ms. Key? Yes. So it's, um, luna_badan2021@gmail.com- Yes. Yes. ... with your email to send it to? Yes. Thank you. All right. I just sent that vision card to your email. Was there anything else- Okay. ... I can help you with today, Ms. Key? No, that's all. Thank you. No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. All right. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in a Card, this is Malcolm. How can I help you?

Speaker speaker_2: I guess I need to make some changes to my benefits. I tried to do it in, through the email but it wouldn't let me in.

Speaker speaker_1: What, what staffing company do you work for?

Speaker speaker_2: Hamilton Riker.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 2108.

Speaker speaker_1: First name?

Speaker speaker_2: Tammy.

Speaker speaker_1: Last name?

Speaker speaker_2: Key, K-E-Y.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 1237 West Clover Road, Jackson, Tennessee 38301 and my birthday is 4-23-1969.

Speaker speaker_1: Thank you. And what type of changes were you looking to make?

Speaker speaker_2: Um, honestly, I wanted to take everything off except the vision. I'm not gonna... I work five days a week. I won't even be able to go. I just, I wanna take everything off except... I want to take the, the health insurance off, the Rx card and just keep the vision.

Speaker speaker_1: And that's it?

Speaker speaker_2: That's... Yeah, that's it.

Speaker speaker_1: Okay. All right. I got that in the system. Please be advised it takes one to two weeks for the changes to happen. There's a possibility your deductions of the \$33.66 will be taken off of your vision benefits-

Speaker speaker_2: Okay.

Speaker speaker_1: ... so it should be \$159 for the vision only.

Speaker speaker_2: Okay. All right, thank you.

Speaker speaker_1: No problem, Ms. Key. Was there anything else I can help you with today?

Speaker speaker_2: No. Oh, yeah. Do you know when I'll get my card for the vision? I, I've, I've been working there for a month now. I didn't know when I would get my card.

Speaker speaker_1: You should, should receive it in the mail b- by now.

Speaker speaker_2: Uh-uh. I haven't got anything.

Speaker speaker_1: So let's see. I can get it sent to you digitally.

Speaker speaker_2: That's fine. Yeah, that'd be good.

Speaker speaker_1: All right. Do you mind if I put you on a brief hold while I get that for you?

Speaker speaker_2: Sure.

Speaker speaker_1: Thank you.

Speaker speaker_3: Do we have any Ointments in the cabinet?

Speaker speaker_2: Um, I think the Optic Clean is the only thing we have. It's Optic Clean.

Speaker speaker_3: I'm not sure. There's about 200 of them.

Speaker speaker_2: You're welcome.

Speaker speaker_3: Let me go back here and see if we have any over here. I'll let you use that one.

Speaker speaker_2: Thank you.

Speaker speaker_3: If you want to just use a little bit of that or you can just use the whole thing. You can just use the whole thing. It doesn't matter.

Speaker speaker_4: ... now put that where-

Speaker speaker_1: Are you there, Ms. Key?

Speaker speaker_2: Yes.

Speaker speaker_1: So it's, um, luna_badan2021@gmail.com-

Speaker speaker_2: Yes. Yes.

Speaker speaker_1: ... with your email to send it to?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. All right. I just sent that vision card to your email. Was there anything else-

Speaker speaker_2: Okay.

Speaker speaker_1: ... I can help you with today, Ms. Key?

Speaker speaker_2: No, that's all. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_2: All right. You too.