

## **Transcript: Malcolm**

**Nash-6132319432523776-4875051844026368**

### **Full Transcript**

Thanks for calling Benefits in the Car. This is Malcolm. Can I help you? Hello. There. Yes. Uh, my name is Tammy Cook, and I work with Serve Staffing, and, um, I'm trying to find out when my insurance is gonna be active. And also, will I get a ben- uh, insurance card in the mail or something telling me about my benefits? All right. What's... You say you work for Serves. What's the last four of your social? 5163. I wouldn't be able to tell you exactly when your coverage starts because that's totally up to the... So Serves will never make, make that deduction. What's your first name? Tammy. Last name's Cook. All right. For security purposes, can you verify your address and date of bi- birth for me? 11600 Georgia Highway 34, Franklin, Georgia, 30217, 10/20/75. Okay. So we got your phone number, 678-633-8126. Correct. And if your email is tammyjean1011 at gmail com? Correct. Thank you. Right, so it looks like your coverage actually became active as of today. As of today? Okay. Will they give me a benefits card and some paperwork? Like, I don't know anything about the insurance. I just signed up for it. Yeah. Yeah. Right. Right. So the enrollment, the ID card should get to you in one to two weeks from today. Okay. If you need a digital copy, I would recommend calling back around Thursday or Friday, and we can get the digital version sent to you. Okay. Did you want them physical? Did you want a physical copy of your medical card? Otherwise, it's going to be sent via email. Yes, I want a physical copy. Okay. So I'll put in a request for that to happen as well. Um- And any kind of like pamphlet or anything you have explaining my benefits? I was gonna say, so what I can do right now, I can send you the benefits guide, and that will give you the details, so the same amount of information that we have about the coverage that you got enrolled into. Okay. And then, yeah, or if you want a digital... If you need a digital copy, so I recommend calling back Thursday or Friday, and we can get those sent to you as well. Yeah, I'd rather have everything sent through the mail. I don't want any... I'd rather not have it digital. Okay. So you just want everything in the mail? Uh, yeah, sent through US mail. All right. All right. So I just sent that benefits guide to your email. Okay. Can you send me that? No, I don't want it sent to my email. I want it sent to my US mail. So I wouldn't be able to s-... I wouldn't be able to send a, a physical copy of the benefits guide. Okay. All right. Okay. All right. So just wait for your, a card in the mail in one to two weeks? Yes, ma'am. So I do see you're- Okay. ... mentioned a beneficiary for your life insurance policy. Would you like to add that information? It just need a first name and last name relationship to you. Um, I don't know yet. I've got to talk to my brother and see if he's going to handle that stuff in the event of my passing. Can I give you guys a call back about that? Of course. Okay. All right. There's nothing else, Ms. Cook. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. And bye-bye. Yeah. Bye.

## Conversation Format

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

Speaker speaker\_1: Hello. There. Yes. Uh, my name is Tammy Cook, and I work with Serve Staffing, and, um, I'm trying to find out when my insurance is gonna be active. And also, will I get a ben- uh, insurance card in the mail or something telling me about my benefits?

Speaker speaker\_0: All right. What's... You say you work for Serves. What's the last four of your social?

Speaker speaker\_1: 5163.

Speaker speaker\_0: I wouldn't be able to tell you exactly when your coverage starts because that's totally up to the... So Serves will never make, make that deduction. What's your first name?

Speaker speaker\_1: Tammy.

Speaker speaker\_0: Last name's Cook. All right. For security purposes, can you verify your address and date of bi- birth for me?

Speaker speaker\_1: 11600 Georgia Highway 34, Franklin, Georgia, 30217, 10/20/75.

Speaker speaker\_0: Okay. So we got your phone number, 678-633-8126.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And if your email is tammyjean1011 at gmail com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Thank you. Right, so it looks like your coverage actually became active as of today.

Speaker speaker\_1: As of today? Okay. Will they give me a benefits card and some paperwork? Like, I don't know anything about the insurance. I just signed up for it.

Speaker speaker\_0: Yeah. Yeah. Right. Right. So the enrollment, the ID card should get to you in one to two weeks from today.

Speaker speaker\_1: Okay.

Speaker speaker\_0: If you need a digital copy, I would recommend calling back around Thursday or Friday, and we can get the digital version sent to you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Did you want them physical? Did you want a physical copy of your medical card? Otherwise, it's going to be sent via email.

Speaker speaker\_1: Yes, I want a physical copy.

Speaker speaker\_0: Okay. So I'll put in a request for that to happen as well. Um-

Speaker speaker\_1: And any kind of like pamphlet or anything you have explaining my benefits?

Speaker speaker\_0: I was gonna say, so what I can do right now, I can send you the benefits guide, and that will give you the details, so the same amount of information that we have about the coverage that you got enrolled into.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then, yeah, or if you want a digital... If you need a digital copy, so I recommend calling back Thursday or Friday, and we can get those sent to you as well.

Speaker speaker\_1: Yeah, I'd rather have everything sent through the mail. I don't want any... I'd rather not have it digital.

Speaker speaker\_0: Okay. So you just want everything in the mail?

Speaker speaker\_1: Uh, yeah, sent through US mail.

Speaker speaker\_0: All right. All right. So I just sent that benefits guide to your email.

Speaker speaker\_1: Okay. Can you send me that? No, I don't want it sent to my email. I want it sent to my US mail.

Speaker speaker\_0: So I wouldn't be able to s-... I wouldn't be able to send a, a physical copy of the benefits guide.

Speaker speaker\_1: Okay. All right. Okay. All right. So just wait for your, a card in the mail in one to two weeks?

Speaker speaker\_0: Yes, ma'am. So I do see you're-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... mentioned a beneficiary for your life insurance policy. Would you like to add that information? It just need a first name and last name relationship to you.

Speaker speaker\_1: Um, I don't know yet. I've got to talk to my brother and see if he's going to handle that stuff in the event of my passing. Can I give you guys a call back about that?

Speaker speaker\_0: Of course.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. There's nothing else, Ms. Cook. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

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

Speaker speaker\_0: Yeah. Bye.