

Transcript: Malcolm

Nash-6495674888929280-6264343118528512

Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hi, yes, I was calling to find out what is the best way to, um, request statements- What do you mean- ... by staff. ... a statement- Right. ... of coverage? Mm, yes, any, any statements. Um, we actually are helping a gentleman with the MassHealth application and they would, they need, um, statements and I'm not sure how far back. But we wanted to know how we would go about requesting those. So, do they... what... company? I'm sorry, you're breaking up. They're no longer a member with that stuff? Did they, did they use to be part of, work with a staffing company and they're no longer with the staffing company? Um, with Fidelity Investments. Is that who I'm calling? No, this is Benefits in a Card. Oh, okay. And Benefits in a Card, is that, um... Retirement plan, is that- No, no ma'am. You might have the wrong phone number. This is Benefits in a Card, we're a plan administrator for health insurance for staffing companies. Oh, I think I do have the wrong number. Okay. Thank you very much. No problem. You have a great week. You too. Bye-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: Hi, yes, I was calling to find out what is the best way to, um, request statements-

Speaker speaker_0: What do you mean-

Speaker speaker_1: ... by staff.

Speaker speaker_0: ... a statement-

Speaker speaker_1: Right.

Speaker speaker_0: ... of coverage?

Speaker speaker_1: Mm, yes, any, any statements. Um, we actually are helping a gentleman with the MassHealth application and they would, they need, um, statements and I'm not sure how far back. But we wanted to know how we would go about requesting those.

Speaker speaker_0: So, do they... what... company?

Speaker speaker_1: I'm sorry, you're breaking up.

Speaker speaker_0: They're no longer a member with that stuff? Did they, did they use to be part of, work with a staffing company and they're no longer with the staffing company?

Speaker speaker_1: Um, with Fidelity Investments. Is that who I'm calling?

Speaker speaker_0: No, this is Benefits in a Card.

Speaker speaker_1: Oh, okay. And Benefits in a Card, is that, um... Retirement plan, is that-

Speaker speaker_0: No, no ma'am. You might have the wrong phone number. This is Benefits in a Card, we're a plan administrator for health insurance for staffing companies.

Speaker speaker_1: Oh, I think I do have the wrong number. Okay. Thank you very much.

Speaker speaker_0: No problem. You have a great week.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Thank you.