

Transcript: Malcolm

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Full Transcript

... is Combenefits in the card. This is Malcolm. How can I help you? Uh, yeah, I was calling to see... Um, I had a couple questions regarding my insurance that I have. Okay. What staffing company do you work for? Uh, Partners Personnel. What's the last four of your social? 7839. First name? Uh, Michael. M-I-C-H-A-E-L. Last name? M-O-N-E-Y. All right. For security purposes, can you verify your address and date of birth for me? 48102 224th Street West, and my date of birth is 5/11/2004. Okay. Can you state your zip code as well? Um, Lancaster, California 93550. I mean, 93536. Okay. So your ge- your phone number is 213-644-8238? Yes, correct. And your email is michaelmoney9681@gmail.com? Yes, correct. Okay. What was your question, Mr. Money? Um, so I, I, I called a few months ago say-, and they said that they were gonna send me a packet to, like, choose what provider that I have for my insurance. But I never received anything, and I've been waiting and I've... I've been having an ongoing medical issue that I haven't been able to go figure out because, uh, the insurance hasn't been fully set up. So you need your ID card sent to you? Let's see down the road and see if we have these things. You know, receive your ID card. See, I got the, the, the, um, the CVS card for, like, the, the medication, but I never received the actual insurance card to be able to see a doctor. Okay. We'll get that for you. Do you want me to send it physically or digitally? Or do you want both? Um, both is all right. Okay. Do you mind if I put you on a brief hold while I get that out and get that for you? Yeah. Are you there, Mr. Money? Hi. Hi. I just sent those ID, the ID card to your email and also put in a request for it to be sent physically. It'll take one to two weeks to get to you physically. All right. Thank you. I just received it. No problem, Mr. Money. Was there anything else I could help you with today? Um, no. That'll be it. Thank you. No problem. If there's nothing else, thanks for calling Combenefits in the card. Hope you have a great rest of your week.

Conversation Format

Speaker speaker_0: ... is Combenefits in the card. This is Malcolm. How can I help you?

Speaker speaker_1: Uh, yeah, I was calling to see... Um, I had a couple questions regarding my insurance that I have.

Speaker speaker_0: Okay. What staffing company do you work for?

Speaker speaker_1: Uh, Partners Personnel.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 7839.

Speaker speaker_0: First name?

Speaker speaker_1: Uh, Michael. M-I-C-H-A-E-L.

Speaker speaker_0: Last name?

Speaker speaker_1: M-O-N-E-Y.

Speaker speaker_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 48102 224th Street West, and my date of birth is 5/11/2004.

Speaker speaker_0: Okay. Can you state your zip code as well?

Speaker speaker_1: Um, Lancaster, California 93550. I mean, 93536.

Speaker speaker_0: Okay. So your ge- your phone number is 213-644-8238?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: And your email is michaelmoney9681@gmail.com?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: Okay. What was your question, Mr. Money?

Speaker speaker_1: Um, so I, I, I called a few months ago say-, and they said that they were gonna send me a packet to, like, choose what provider that I have for my insurance. But I never received anything, and I've been waiting and I've... I've been having an ongoing medical issue that I haven't been able to go figure out because, uh, the insurance hasn't been fully set up.

Speaker speaker_0: So you need your ID card sent to you? Let's see down the road and see if we have these things. You know, receive your ID card.

Speaker speaker_1: See, I got the, the, the, um, the CVS card for, like, the, the medication, but I never received the actual insurance card to be able to see a doctor.

Speaker speaker_0: Okay. We'll get that for you. Do you want me to send it physically or digitally? Or do you want both?

Speaker speaker_1: Um, both is all right.

Speaker speaker_0: Okay. Do you mind if I put you on a brief hold while I get that out and get that for you?

Speaker speaker_1: Yeah.

Speaker speaker_0: Are you there, Mr. Money?

Speaker speaker_1: Hi.

Speaker speaker_0: Hi. I just sent those ID, the ID card to your email and also put in a request for it to be sent physically. It'll take one to two weeks to get to you physically.

Speaker speaker_1: All right. Thank you. I just received it.

Speaker speaker_0: No problem, Mr. Money. Was there anything else I could help you with today?

Speaker speaker_1: Um, no. That'll be it. Thank you.

Speaker speaker_0: No problem. If there's nothing else, thanks for calling Combenefts in the card. Hope you have a great rest of your week.