

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi, Malcolm. My name is Megan and, um, my insurance lapsed because I wasn't working and then I came back on and they said they're going to send a new card. I don't recall receiving that, and then when I tried to log in to, um, the benefits, it's saying that my ID is wrong so... And I sent- had them send the email twice, but I haven't received it. Anyways, I'm calling to get the updated information for my card or, like, a copy of the new card so I can go What staffing company do you work for, ma'am? Oxford. Last four of your social? 8759. You said 8759? Yes. And for security purposes, could you verify your address and date of birth for me? Um, address, 7852 Turtle View, Colorado Springs, Colorado 80924. Date of birth's 09/21/1977. Can you see we got your phone number 801-390-1235? Yes. And your email is meg- megetah- megta- are you pronouncing that... It's just me- it's megutah2@... I don't know that last part. Yeah, something like that? All right, thank you. You say you need a new ID cards? Uh, I thought I was receiving new ones. I don't... I need to be able to be seen but I want to make sure I have the right ID is basically what I want. Okay, which ID cards did you need? Um, all of them, because I have the medical, dental and vision. Do you have your other ID cards with you at the moment? Um, yes. Let me see. I'm gonna look at them. I'm not sure why you have to receive new ID cards. Let me see. So this one's only for vision it looks like. Well, it says member and then it says vision on it and I don't know if there's supposed to be another card. If there's supposed to be another card, I didn't ever receive that either so... Okay. Ma'am, if I put you on a brief hold while I get those cards for you? Sure, thank you. No problem. All right, are you there, Ms. Megan? I am. Right, so I just sent those ID cards through your email. Um, I was told that you should, you should still be able to use your other ID cards. The only reason you would have to receive a new one if it's been longer than a year since you didn't have coverage. Oh, okay. Um, so yeah, I'm glad you guys sent them because, yeah, I didn't have all these. I don't know if I just missed them. So my mail, I received a package three months after I was supposed to receive it. My mail just stuck so if you guys sent it through the mail, that might be the reason why. Okay. Um, it's- Yeah. On the attachments it says that they're blocked but let's see if I can get... So is the, the- is the 7852 Turtle View, does it have a PO box or is it an apartment home? Um, it's like a townhome. So do you have a separate mailbox- So- ... that your mail goes to? Yeah. The, I mean, it still comes to that address, they just put it into a specific mailbox, so... Right, so did you want me to send them physical cards as well? Um, if you could please. Okay. All right, so those physical cards will take one to two weeks to get to you. Okay, perfect. Thank you so much, Malcolm. No problem, Ms. Megan. Was there anything else I could help you with today? Nope, that should be it. Thank you. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too. H- bye-bye. Thank

you. Bye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hi, Malcolm. My name is Megan and, um, my insurance lapsed because I wasn't working and then I came back on and they said they're going to send a new card. I don't recall receiving that, and then when I tried to log in to, um, the benefits, it's saying that my ID is wrong so... And I sent- had them send the email twice, but I haven't received it. Anyways, I'm calling to get the updated information for my card or, like, a copy of the new card so I can go

Speaker speaker_3: What staffing company do you work for, ma'am?

Speaker speaker_2: Oxford.

Speaker speaker_3: Last four of your social?

Speaker speaker_2: 8759.

Speaker speaker_3: You said 8759?

Speaker speaker_2: Yes.

Speaker speaker_3: And for security purposes, could you verify your address and date of birth for me?

Speaker speaker_2: Um, address, 7852 Turtle View, Colorado Springs, Colorado 80924. Date of birth's 09/21/1977.

Speaker speaker_3: Can you see we got your phone number 801-390-1235?

Speaker speaker_2: Yes.

Speaker speaker_3: And your email is meg- megetah- megta- are you pronouncing that...

Speaker speaker_2: It's just me- it's megutah2@... I don't know that last part.

Speaker speaker_3: Yeah, something like that? All right, thank you. You say you need a new ID cards?

Speaker speaker_2: Uh, I thought I was receiving new ones. I don't... I need to be able to be seen but I want to make sure I have the right ID is basically what I want.

Speaker speaker_3: Okay, which ID cards did you need?

Speaker speaker_2: Um, all of them, because I have the medical, dental and vision.

Speaker speaker_3: Do you have your other ID cards with you at the moment?

Speaker speaker_2: Um, yes.

Speaker speaker_3: Let me see. I'm gonna look at them. I'm not sure why you have to receive new ID cards. Let me see.

Speaker speaker_2: So this one's only for vision it looks like. Well, it says member and then it says vision on it and I don't know if there's supposed to be another card. If there's supposed to be another card, I didn't ever receive that either so...

Speaker speaker_3: Okay. Ma'am, if I put you on a brief hold while I get those cards for you?

Speaker speaker_2: Sure, thank you.

Speaker speaker_3: No problem. All right, are you there, Ms. Megan?

Speaker speaker_2: I am.

Speaker speaker_3: Right, so I just sent those ID cards through your email. Um, I was told that you should, you should still be able to use your other ID cards. The only reason you would have to receive a new one if it's been longer than a year since you didn't have coverage.

Speaker speaker_2: Oh, okay. Um, so yeah, I'm glad you guys sent them because, yeah, I didn't have all these. I don't know if I just missed them. So my mail, I received a package three months after I was supposed to receive it. My mail just stuck so if you guys sent it through the mail, that might be the reason why.

Speaker speaker_3: Okay.

Speaker speaker_2: Um, it's-

Speaker speaker_3: Yeah.

Speaker speaker_2: On the attachments it says that they're blocked but let's see if I can get...

Speaker speaker_3: So is the, the- is the 7852 Turtle View, does it have a PO box or is it an apartment home?

Speaker speaker_2: Um, it's like a townhome.

Speaker speaker_3: So do you have a separate mailbox-

Speaker speaker_2: So-

Speaker speaker_3: ... that your mail goes to?

Speaker speaker_2: Yeah. The, I mean, it still comes to that address, they just put it into a specific mailbox, so...

Speaker speaker_3: Right, so did you want me to send them physical cards as well?

Speaker speaker_2: Um, if you could please.

Speaker speaker_3: Okay. All right, so those physical cards will take one to two weeks to get to you.

Speaker speaker_2: Okay, perfect. Thank you so much, Malcolm.

Speaker speaker_3: No problem, Ms. Megan. Was there anything else I could help you with today?

Speaker speaker_2: Nope, that should be it. Thank you.

Speaker speaker_3: No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_2: You too. H- bye-bye.

Speaker speaker_3: Thank you. Bye.