

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help? Yes, uh, I have a... I'm gonna see my primary physician on the 2nd of May, but I still haven't received my card. All right. What staffing company you work for? Excuse me? What staffing company do you work for? Oh, uh, Integrity. What's the last four of your social? 9782. First name? Victor. Last name? Cervantes. For security purposes, can you verify your address and date of birth for me? Yes. My date of birth is 8-23-73 and my address is 208 Westlake Street, Knox, Indiana, 46534. Okay. Let me see. We got to get a phone number, 574-780-2495. Yes. Your email is VC3229034@gmail.com? @ gmail.com, yes. All right. So we just need your ID card sent to you. Yeah. If I don't have it by the time I see my primary physician, would I be able to show her the one I have on my email? Because I don't know- Yes, sir. It should be the- ... if I have a card. ... same card. It should be the same card you received in the mail. Do you mind if I- Uh-huh. ... put you in a brief hold while I- Yes. ... get that ID card for you? Mm-hmm. Yeah. Hey, Mr. Victor? Yes. All right. I just sent that ID card via email. Can you confirm that you received it? Oh, you sent it to my email? Okay, let me check. Yes, sir. It should be from info@benefitsinacard.com. No. Sometimes it does go to your spam folder as well. Uh, excuse me? I said sometimes it does go to your spam folder as well. Oh, okay. Okay, let me check. Well, no, usually I, I get all my emails. So let me, let me check and see if it went to spam. Hmm, doesn't look like it bounced back. Okay. No, I haven't received it yet. Hmm. Let me see. Okay. Uh, you mind if I put you on a brief hold again? Sure. I do want to get- I do want to get some more information from you real quick. Is your home... Are you living in a home or an apartment? A home. And there's no PO box or anything for your mail to go to? No. Okay. You mind if I put you on a brief hold again? Sure. Thank you. Hello again, Mr. Victor. Yes. Can you hear me check now? Okay. No, nothing. So are you able to search for- for the email specifically from info@benefitsinacard.com? Let me see. Well, there's only... Uh, okay. Yeah. Info2IDCardsMetLife. Mm-hmm. Is that it? Yes, sir. Okay. Yeah. I got it. So you got it now? Yes, I got it. So where do I click on to get- see my card? Benefit- Benefits Ina- The PDF file- ... Company. ... the file is attached. PDF. PDF. Okay. There should be a PDF file that's attached. Oh, okay. Here it is. APL? Okay. Yeah. It says APL at the top? Yes, sir. American Public Life. Okay. All right. I got it. Thank you very much. Is there anything else I can help you with today, Mr. Victor? Excuse me? Is there anything else I can help you with today? No, that's it. Thank you very much. No problem. And thanks for calling Benefits Ina Card. I hope you have a great rest of your week. Yeah, same to you. Thank you. Uh-huh. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help?

Speaker speaker_1: Yes, uh, I have a... I'm gonna see my primary physician on the 2nd of May, but I still haven't received my card.

Speaker speaker_0: All right. What staffing company you work for?

Speaker speaker_1: Excuse me?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Oh, uh, Integrity.

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

Speaker speaker_1: 9782.

Speaker speaker_0: First name?

Speaker speaker_1: Victor.

Speaker speaker_0: Last name?

Speaker speaker_1: Cervantes.

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

Speaker speaker_1: Yes. My date of birth is 8-23-73 and my address is 208 Westlake Street, Knox, Indiana, 46534.

Speaker speaker_0: Okay. Let me see. We got to get a phone number, 574-780-2495.

Speaker speaker_1: Yes.

Speaker speaker_0: Your email is VC3229034@gmail.com?

Speaker speaker_1: @ gmail.com, yes.

Speaker speaker_0: All right. So we just need your ID card sent to you.

Speaker speaker_1: Yeah. If I don't have it by the time I see my primary physician, would I be able to show her the one I have on my email? Because I don't know-

Speaker speaker_0: Yes, sir. It should be the-

Speaker speaker_1: ... if I have a card.

Speaker speaker_0: ... same card. It should be the same card you received in the mail. Do you mind if I-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... put you in a brief hold while I-

Speaker speaker_1: Yes.

Speaker speaker_0: ... get that ID card for you?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Yeah. Hey, Mr. Victor?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. I just sent that ID card via email. Can you confirm that you received it?

Speaker speaker_1: Oh, you sent it to my email? Okay, let me check.

Speaker speaker_0: Yes, sir. It should be from info@benefitsinacard.com.

Speaker speaker_1: No.

Speaker speaker_0: Sometimes it does go to your spam folder as well.

Speaker speaker_1: Uh, excuse me?

Speaker speaker_0: I said sometimes it does go to your spam folder as well.

Speaker speaker_1: Oh, okay. Okay, let me check. Well, no, usually I, I get all my emails. So let me, let me check and see if it went to spam.

Speaker speaker_0: Hmm, doesn't look like it bounced back.

Speaker speaker_1: Okay.

Speaker speaker_2: No, I haven't received it yet.

Speaker speaker_0: Hmm. Let me see. Okay. Uh, you mind if I put you on a brief hold again?

Speaker speaker_2: Sure.

Speaker speaker_0: I do want to get- I do want to get some more information from you real quick. Is your home... Are you living in a home or an apartment?

Speaker speaker_2: A home.

Speaker speaker_0: And there's no PO box or anything for your mail to go to?

Speaker speaker_2: No.

Speaker speaker_0: Okay. You mind if I put you on a brief hold again?

Speaker speaker_2: Sure.

Speaker speaker_0: Thank you. Hello again, Mr. Victor.

Speaker speaker_2: Yes.

Speaker speaker_0: Can you hear me check now? Okay.

Speaker speaker_2: No, nothing.

Speaker speaker_0: So are you able to search for- for the email specifically from info@benefitsinacard.com?

Speaker speaker_2: Let me see. Well, there's only... Uh, okay. Yeah. Info2IDCardsMetLife.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: Is that it?

Speaker speaker_0: Yes, sir.

Speaker speaker_2: Okay. Yeah. I got it.

Speaker speaker_0: So you got it now?

Speaker speaker_2: Yes, I got it. So where do I click on to get- see my card? Benefit- Benefits Ina-

Speaker speaker_0: The PDF file-

Speaker speaker_2: ... Company.

Speaker speaker_0: ... the file is attached.

Speaker speaker_2: PDF. PDF. Okay.

Speaker speaker_0: There should be a PDF file that's attached.

Speaker speaker_2: Oh, okay. Here it is. APL? Okay. Yeah. It says APL at the top?

Speaker speaker_0: Yes, sir.

Speaker speaker_2: American Public Life. Okay. All right. I got it. Thank you very much.

Speaker speaker_0: Is there anything else I can help you with today, Mr. Victor?

Speaker speaker_2: Excuse me?

Speaker speaker_0: Is there anything else I can help you with today?

Speaker speaker_2: No, that's it. Thank you very much.

Speaker speaker_0: No problem. And thanks for calling Benefits Ina Card. I hope you have a great rest of your week.

Speaker speaker_2: Yeah, same to you.

Speaker speaker_0: Thank you.

Speaker speaker_2: Uh-huh. Bye.