

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? Um, hi, Malcolm. My name's Terry Lineberry and I called a couple of hours ago and asked if someone could email me my dental card or the information on my dental coverage, and I haven't received anything. Um, would you be able to send it to me? What staffing company do you work for? Created Circle. What's the last four of your social? 6451. Have you checked your, uh, spam folder, ma'am, just out of curiosity? Yes, absolutely. I checked it. There's, there's some spam in here, but not from you guys. Okay. What's your first name? Terry. All right. For security purposes, can you verify your address and date of birth for me? Sure. 502 Cypress Vista, Houston, Texas 77094. And date of birth is 5/7/1960. Thank you. Let's see, we got your phone number at 281-216-5258. That's correct. And then your email is terrylineberry@gmail.com? Yep. Thank you. Do you mind if I put you on a brief hold? No. Thank you. Thank you. Hello? Yes, ma'am. So it looks like there's an issue, a system issue going on and we're not able to see your ID cards. The person you spoke with earlier had already sent the email for an investigation to see what's going on with that scenario. It takes 24 to 48 hours for that review process. So as soon as we're able to figure out what happened, we'll be able to give you a call back. Um... so you're... uh, let me make sure I understand. You're having system problems and you're not able to email to me. Is that what you're saying? No, ma'am. We're not... we're not having to... we're not having system problems with the carrier where we would usually get your information. You're- you're not showing up in the database, so we're having to investigate and see what's going on in that scenario. Oh. And why you're not showing up in the system. That's interesting. Okay. Um, are you... you're not showing me at all in the Benefits in a Card program? So it's not... again, it's not a problem with the card, but it's been the carrier, American Public Life is the one that supplies you with the instruments. So I'm... if you... if anything, if you want to call the carrier directly, I can give you their phone number and you can see if you can get your information from them directly. But on our end, we're not able to locate your information. That's why we had to send the email to get an investigation going to see what's going on in that situation. Um, yeah, I'll try to call them directly, if that's okay. And would you say- Yes, ma'am. ... the name of it is? American Public Life. I can give you their phone number whenever you're ready. Okay, I'm ready. So phone number is 1-800-256-8606. You want to hit option four to speak with a representative. Okay, thank you. No problem, Ms. Lineberry. Now, once again, as soon as we find out what's going on, we'll give you a call back to give you an update. Okay. I appreciate it. Thanks. No problem. You have a great rest of your week, Ms. Terry. You too. Bye. 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: Um, hi, Malcolm. My name's Terry Lineberry and I called a couple of hours ago and asked if someone could email me my dental card or the information on my dental coverage, and I haven't received anything. Um, would you be able to send it to me?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Created Circle.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 6451.

Speaker speaker_1: Have you checked your, uh, spam folder, ma'am, just out of curiosity?

Speaker speaker_2: Yes, absolutely. I checked it. There's, there's some spam in here, but not from you guys.

Speaker speaker_1: Okay. What's your first name?

Speaker speaker_2: Terry.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Sure. 502 Cypress Vista, Houston, Texas 77094. And date of birth is 5/7/1960.

Speaker speaker_1: Thank you. Let's see, we got your phone number at 281-216-5258.

Speaker speaker_2: That's correct.

Speaker speaker_1: And then your email is terrylineberry@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Thank you. Do you mind if I put you on a brief hold?

Speaker speaker_2: No. Thank you.

Speaker speaker_1: Thank you.

Speaker speaker_2: Hello?

Speaker speaker_1: Yes, ma'am. So it looks like there's an issue, a system issue going on and we're not able to see your ID cards. The person you spoke with earlier had already sent the email for an investigation to see what's going on with that scenario. It takes 24 to 48 hours for that review process. So as soon as we're able to figure out what happened, we'll be

able to give you a call back.

Speaker speaker_2: Um... so you're... uh, let me make sure I understand. You're having system problems and you're not able to email to me. Is that what you're saying?

Speaker speaker_1: No, ma'am. We're not... we're not having to... we're not having system problems with the carrier where we would usually get your information. You're- you're not showing up in the database, so we're having to investigate and see what's going on in that scenario.

Speaker speaker_2: Oh.

Speaker speaker_1: And why you're not showing up in the system.

Speaker speaker_2: That's interesting. Okay. Um, are you... you're not showing me at all in the Benefits in a Card program?

Speaker speaker_1: So it's not... again, it's not a problem with the card, but it's been the carrier, American Public Life is the one that supplies you with the instruments. So I'm... if you... if anything, if you want to call the carrier directly, I can give you their phone number and you can see if you can get your information from them directly. But on our end, we're not able to locate your information. That's why we had to send the email to get an investigation going to see what's going on in that situation.

Speaker speaker_2: Um, yeah, I'll try to call them directly, if that's okay. And would you say-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: ... the name of it is?

Speaker speaker_1: American Public Life. I can give you their phone number whenever you're ready.

Speaker speaker_2: Okay, I'm ready.

Speaker speaker_1: So phone number is 1-800-256-8606. You want to hit option four to speak with a representative.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem, Ms. Lineberry. Now, once again, as soon as we find out what's going on, we'll give you a call back to give you an update.

Speaker speaker_2: Okay. I appreciate it. Thanks.

Speaker speaker_1: No problem. You have a great rest of your week, Ms. Terry.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye.