

## Transcript: Malcolm

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits in a card. This is Malcolm. How can I help you? Hi. Um, I had a few questions, um, about my benefits. Um, and I was just curious if I had vision in my... included in my plan or whatever? Okay. Which staffing company do you work for? Uh, Creative Circle. Last four of your social? Uh, 5948. First name? Samuel. Last name? Stepany. For security purposes, can you verify your address and date of birth for me? Yeah. It's 1827 North 5th Street, um, building 4, unit 8, Philadelphia, PA, 19122, uh, September 1st, 1994. Thank you. We got a good phone number. 720-883-7207? Yep. That's it. And the email is sams... or samstepany@gmail.com? Yep. That's right. Thank you. Okay. So yeah, it looks like you have an Insurance Plus basic, the dental, a life insurance, the vision and the preventative care. Okay. So when I, um, call... well, actually two questions. So I'll do the first one. When I call and, you know, give the optometrist my vision, is that all just in one card? So have you not received any of the cards yet? Um, I mean, I did a long time ago. I just had like this American Public Life card, um- So the, the card that... your vision card would be covered by MetLife. Oh, would be covered by MetLife? Yes, sir. Okay. All right. Do you have your MetLife card? Um, I don't, but I must have at one point, because she mentioned MetLife and I said no, so, um, okay. I'll call back and tell her that's correct. But I don't know, um, is it possible to email that at all? Yes, sir. No problem. Or, is it- If you, if you need your card sent to you again. Yeah. But I can't do like physical mail right now. Well, my... we never get our physical mail, so if it could be emailed, that'd be amazing. Yes, sir. We can do that. Okay. Cool. Which card? Which cards does you need? Um, are you able to do both just so I can have 'em in the same spot? I mean, I mean, do you need all your ID cards or do you need certain ones? Because I can get them all for you. I just... I mean, really, I just need, uh, the vision, the vision card right now. Okay. You mind if I put y'all on a brief hold while I get that for you? Yeah. No problem. Thank you. Is that it? That's it. Thank you. Hey, Mr. Samuel? Hey. I, I just sent those ID cards to your email. Uh, okay. Cool. Let me just refresh. It should be from an info@benefitsinacard.com. Sometimes it does go to your spam folder as well. All right. Let's see. Oh, no, I got it to the correct folder. Okay. Perfect. Um- Okay. Anything else I can get for you today, Mr. Samuel? Yeah. I was curious if the, um, preventative can be taken off, and I can keep the, the vision or do those have to be in there together? Let's see. No, I can take the preventive... the preventative off. Okay. Yeah, that'd be awesome. I have gotten other coverage through Jefferson's. All right. So you, you do want them Insurance Plus removed as well or you do wanna keep that one? Um, what exactly is that? That's for doctors, hospitals and prescriptions. Um, yeah, I can take that off as well. So you just want the dental, life insurance and the vision? Yep. Okay. So your total will go down to \$7.90. Please be advised it does take one to two weeks for the changes to happen. So it is possible to see the regular deductions of the 40.70, the 40.74, but after two weeks you'll see

the new change. Okay. That sounds good. All right. Was there anything else I can help you with today, Mr. Samuel? No. This has been incredibly helpful. Thank you. No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. Yeah. You as well. Thanks. Thank you.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... benefits in a card. This is Malcolm. How can I help you?

Speaker speaker\_2: Hi. Um, I had a few questions, um, about my benefits. Um, and I was just curious if I had vision in my... included in my plan or whatever?

Speaker speaker\_1: Okay. Which staffing company do you work for?

Speaker speaker\_2: Uh, Creative Circle.

Speaker speaker\_1: Last four of your social?

Speaker speaker\_2: Uh, 5948.

Speaker speaker\_1: First name?

Speaker speaker\_2: Samuel.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Stepany.

Speaker speaker\_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Yeah. It's 1827 North 5th Street, um, building 4, unit 8, Philadelphia, PA, 19122, uh, September 1st, 1994.

Speaker speaker\_1: Thank you. We got a good phone number. 720-883-7207?

Speaker speaker\_2: Yep. That's it.

Speaker speaker\_1: And the email is sams... or samstepany@gmail.com?

Speaker speaker\_2: Yep. That's right.

Speaker speaker\_1: Thank you. Okay. So yeah, it looks like you have an Insurance Plus basic, the dental, a life insurance, the vision and the preventative care.

Speaker speaker\_2: Okay. So when I, um, call... well, actually two questions. So I'll do the first one. When I call and, you know, give the optometrist my vision, is that all just in one card?

Speaker speaker\_1: So have you not received any of the cards yet?

Speaker speaker\_2: Um, I mean, I did a long time ago. I just had like this American Public Life card, um-

Speaker speaker\_1: So the, the card that... your vision card would be covered by MetLife.

Speaker speaker\_2: Oh, would be covered by MetLife?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. All right.

Speaker speaker\_1: Do you have your MetLife card?

Speaker speaker\_2: Um, I don't, but I must have at one point, because she mentioned MetLife and I said no, so, um, okay. I'll call back and tell her that's correct. But I don't know, um, is it possible to email that at all?

Speaker speaker\_1: Yes, sir. No problem.

Speaker speaker\_2: Or, is it-

Speaker speaker\_1: If you, if you need your card sent to you again.

Speaker speaker\_2: Yeah. But I can't do like physical mail right now. Well, my... we never get our physical mail, so if it could be emailed, that'd be amazing.

Speaker speaker\_1: Yes, sir. We can do that.

Speaker speaker\_2: Okay. Cool.

Speaker speaker\_1: Which card? Which cards does you need?

Speaker speaker\_2: Um, are you able to do both just so I can have 'em in the same spot?

Speaker speaker\_1: I mean, I mean, do you need all your ID cards or do you need certain ones? Because I can get them all for you.

Speaker speaker\_2: I just... I mean, really, I just need, uh, the vision, the vision card right now.

Speaker speaker\_1: Okay. You mind if I put y'all on a brief hold while I get that for you?

Speaker speaker\_2: Yeah. No problem.

Speaker speaker\_1: Thank you. Is that it?

Speaker speaker\_2: That's it. Thank you.

Speaker speaker\_1: Hey, Mr. Samuel?

Speaker speaker\_2: Hey.

Speaker speaker\_1: I, I just sent those ID cards to your email.

Speaker speaker\_2: Uh, okay. Cool. Let me just refresh.

Speaker speaker\_1: It should be from an info@benefitsinacard.com. Sometimes it does go to your spam folder as well.

Speaker speaker\_2: All right. Let's see. Oh, no, I got it to the correct folder. Okay. Perfect. Um-

Speaker speaker\_1: Okay. Anything else I can get for you today, Mr. Samuel?

Speaker speaker\_2: Yeah. I was curious if the, um, preventative can be taken off, and I can keep the, the vision or do those have to be in there together?

Speaker speaker\_1: Let's see. No, I can take the preventive... the preventative off.

Speaker speaker\_2: Okay. Yeah, that'd be awesome. I have gotten other coverage through Jefferson's.

Speaker speaker\_1: All right. So you, you do want them Insurance Plus removed as well or you do wanna keep that one?

Speaker speaker\_2: Um, what exactly is that?

Speaker speaker\_1: That's for doctors, hospitals and prescriptions.

Speaker speaker\_2: Um, yeah, I can take that off as well.

Speaker speaker\_1: So you just want the dental, life insurance and the vision?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay. So your total will go down to \$7.90. Please be advised it does take one to two weeks for the changes to happen. So it is possible to see the regular deductions of the 40.70, the 40.74, but after two weeks you'll see the new change.

Speaker speaker\_2: Okay. That sounds good.

Speaker speaker\_1: All right. Was there anything else I can help you with today, Mr. Samuel?

Speaker speaker\_2: No. This has been incredibly helpful. Thank you.

Speaker speaker\_1: No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker\_2: Yeah. You as well. Thanks.

Speaker speaker\_1: Thank you.