

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? Hi, Malcolm. My name is Nathaniel. Uh, I'm an employee at, uh, EPI working through the WSI temp service. Uh, I'm looking to get some information for, uh, my insurance, 'cause I was just told by, uh, the lady before she went to lunch, she works at the desk, that, um, I'm qualified and I signed up, but I still don't have a card or anything, and I kind of need to see a doctor. Yeah. What, you say you work for what staffing company again? EPI and, uh, oh, I'm sorry. It's, uh, it's WSI, I think, is the temp service. Okay. Is it WorkSmart- Yeah. Is it WorkSmart or WorkStrat- Workforce Strategies? Workforce Strage- Strategies. What's the last four of your social? 6882. First name? Nathaniel. For security purposes, can you verify your address and date of birth for me? Yes. Uh, 1419 Capital Avenue Northeast, Apartment 30, 49017 Battle Creek. And date of birth, was it October 9th, 1985? Thank you. So we got your phone number at 173-478-8279. 2798, yes. Wait, say that one more time. Uh, y- you missed the last number. It's 734-788-2798. Okay. That's a different number. So can I- I- Give me your, give me your phone num- bigger phone number for you? 734. Mm-hmm. 7- 788-2798. I just have to verify. You said 734-788-2798? Yes. Do you happen to have an email that's cyrul... Cyru9@gmail.com? Yeah. Yeah, close enough. Yeah, that's me. Okay. So you just need your ID card to continue? Uh, yes, please. All right. And may I help you on a brief hold while I get those for you? Sure. Yeah. So are you Mr. McDaniel? Yes. I just sent those ID cards to your email. Can you confirm that you received them? Uh, give me one moment. It should be from an info@benefitcentercard.com. I'm sorry, what was that? It should be from an info@benefitcentercard.com. Okay. ID cards MetLife. Mm-hmm. Should be medical and dental. Yeah, I just need to find the PDF file. Yes, sir. Okay, um, just give me a moment. I got to take you off speaker and I have to come in and work with you. Um, are there, uh... I- I don't know how to, um, find any clinics. How would I do that? So it should be in the email. It said, go... You go to multiplan.com. Okay. There, the links to find medical, dental, and your dental are in the email. So dental is in public.com, and then the medical is multiplan.com. See you included everything I need in the email, I just didn't read the thing. You're fine. I just... I just saw the PDF file there and I was like, "Oh, okay. I got my ID cards here." But I'm still gonna get hard copies in the mail? Yes, sir. I was just about to say, I'm putting in a request for the physical ones to be sent right now. It'll take one to two weeks for the physical ones to get to you. All right, thank you very much for your time, Malcolm. No problem, Mr. McDaniel. Was there anything else I can help you with today? Um, I don't think so, but if there is I'll call you back. All right yeah, just so you know, we're open till 8:00 PM Eastern Time. Copy that. Thank you. No problem. You have a great rest of your week, man. You do the same. Bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm, how can I help you?

Speaker speaker_1: Hi, Malcolm. My name is Nathaniel. Uh, I'm an employee at, uh, EPI working through the WSI temp service. Uh, I'm looking to get some information for, uh, my insurance, 'cause I was just told by, uh, the lady before she went to lunch, she works at the desk, that, um, I'm qualified and I signed up, but I still don't have a card or anything, and I kind of need to see a doctor.

Speaker speaker_0: Yeah. What, you say you work for what staffing company again?

Speaker speaker_1: EPI and, uh, oh, I'm sorry. It's, uh, it's WSI, I think, is the temp service.

Speaker speaker_0: Okay. Is it WorkSmart-

Speaker speaker_1: Yeah.

Speaker speaker_0: Is it WorkSmart or WorkStrat- Workforce Strategies?

Speaker speaker_1: Workforce Strage- Strategies.

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

Speaker speaker_1: 6882.

Speaker speaker_0: First name?

Speaker speaker_1: Nathaniel.

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

Speaker speaker_1: Yes. Uh, 1419 Capital Avenue Northeast, Apartment 30, 49017 Battle Creek. And date of birth, was it October 9th, 1985?

Speaker speaker_0: Thank you. So we got your phone number at 173-478-8279.

Speaker speaker_1: 2798, yes.

Speaker speaker_0: Wait, say that one more time.

Speaker speaker_1: Uh, y- you missed the last number. It's 734-788-2798.

Speaker speaker_0: Okay. That's a different number. So can I-

Speaker speaker_1: I-

Speaker speaker_0: Give me your, give me your phone num- bigger phone number for you?

Speaker speaker_1: 734.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: 7- 788-2798.

Speaker speaker_0: I just have to verify. You said 734-788-2798?

Speaker speaker_1: Yes.

Speaker speaker_0: Do you happen to have an email that's Cyril... Cyril9@gmail.com?

Speaker speaker_1: Yeah. Yeah, close enough. Yeah, that's me.

Speaker speaker_0: Okay. So you just need your ID card to continue?

Speaker speaker_1: Uh, yes, please.

Speaker speaker_0: All right. And may I help you on a brief hold while I get those for you?

Speaker speaker_1: Sure.

Speaker speaker_0: Yeah. So are you Mr. McDaniel?

Speaker speaker_1: Yes.

Speaker speaker_0: I just sent those ID cards to your email. Can you confirm that you received them?

Speaker speaker_1: Uh, give me one moment.

Speaker speaker_0: It should be from an info@benefitcentercard.com.

Speaker speaker_1: I'm sorry, what was that?

Speaker speaker_0: It should be from an info@benefitcentercard.com.

Speaker speaker_1: Okay. ID cards MetLife.

Speaker speaker_0: Mm-hmm. Should be medical and dental.

Speaker speaker_1: Yeah, I just need to find the PDF file.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, um, just give me a moment. I got to take you off speaker and I have to come in and work with you. Um, are there, uh... I- I don't know how to, um, find any clinics. How would I do that?

Speaker speaker_0: So it should be in the email. It said, go... You go to multiplan.com.

Speaker speaker_1: Okay.

Speaker speaker_0: There, the links to find medical, dental, and your dental are in the email. So dental is in public.com, and then the medical is multiplan.com.

Speaker speaker_1: See you included everything I need in the email, I just didn't read the thing.

Speaker speaker_0: You're fine.

Speaker speaker_1: I just... I just saw the PDF file there and I was like, "Oh, okay. I got my ID cards here." But I'm still gonna get hard copies in the mail?

Speaker speaker_0: Yes, sir. I was just about to say, I'm putting in a request for the physical ones to be sent right now. It'll take one to two weeks for the physical ones to get to you.

Speaker speaker_1: All right, thank you very much for your time, Malcolm.

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

Speaker speaker_1: Um, I don't think so, but if there is I'll call you back.

Speaker speaker_0: All right yeah, just so you know, we're open till 8:00 PM Eastern Time.

Speaker speaker_1: Copy that. Thank you.

Speaker speaker_0: No problem. You have a great rest of your week, man.

Speaker speaker_1: You do the same. Bye.

Speaker speaker_0: Thank you. Bye.