

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Nelson, how can I help you? Hey, this is Aaron Nelson. Uh, I am pretty new to y'all's insurance company and I was wondering if you'll have, uh, insurance cards that you can send to the house? Yeah, what's the last four of your social? 84116. What staffing company do you work for? I'm sorry, what was that? What staffing company do you work for? Uh, WorkSource. Okay. For security purposes, can you verify your address and date of birth for me? Um, my home address or work address? Home address. All right. My home address is 21 City Lake Road, Waldron, Arkansas. And my birthday is January 14th, 2005. Thank you. So we got your phone number 479-227-9917? I'm sorry, what? I got phone number as 479-227-9917? Yes, sir. And the email is aron122005@gmail.com? Yes, sir. Right. So it looks like your coverage just became active as of today. It does take 24 to 48 hours for your ID cards to be generated upon coverage being active. I would recommend calling back around Thursday or Friday seeing if those cars are available digitally to be sent to you. Okay. So, uh, I will get a physical, physical card? Is- Yes, sir. It takes one to two weeks from the activation date for your physical card to get to you. Uh, okay. Um... Uh, until then though, uh, how do I get my insurance information? So it's still being generated, sir. You- Oh, it's still being generated? Yes, sir. 'Cause your coverage just became active as of today. It takes 24 to 48 hours for your ID card information to be generated. If you needed to use your card before then, you still, you do have active coverage. You just have to file a claim and follow up once you get your ID card. Okay. All right. Well, is there anything else I can help you with today, Mr. Nelson? No, sir. There's nothing else. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. You too. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Nelson, how can I help you?

Speaker speaker_1: Hey, this is Aaron Nelson. Uh, I am pretty new to y'all's insurance company and I was wondering if you'll have, uh, insurance cards that you can send to the house?

Speaker speaker_0: Yeah, what's the last four of your social?

Speaker speaker_1: 84116.

Speaker speaker_0: What staffing company do you work for?

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

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Uh, WorkSource.

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

Speaker speaker_1: Um, my home address or work address?

Speaker speaker_0: Home address.

Speaker speaker_1: All right. My home address is 21 City Lake Road, Waldron, Arkansas. And my birthday is January 14th, 2005.

Speaker speaker_0: Thank you. So we got your phone number 479-227-9917?

Speaker speaker_1: I'm sorry, what?

Speaker speaker_0: I got phone number as 479-227-9917?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email is aron122005@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Right. So it looks like your coverage just became active as of today. It does take 24 to 48 hours for your ID cards to be generated upon coverage being active. I would recommend calling back around Thursday or Friday seeing if those cars are available digitally to be sent to you.

Speaker speaker_1: Okay. So, uh, I will get a physical, physical card? Is-

Speaker speaker_0: Yes, sir. It takes one to two weeks from the activation date for your physical card to get to you.

Speaker speaker_1: Uh, okay. Um... Uh, until then though, uh, how do I get my insurance information?

Speaker speaker_0: So it's still being generated, sir. You-

Speaker speaker_1: Oh, it's still being generated?

Speaker speaker_0: Yes, sir. 'Cause your coverage just became active as of today. It takes 24 to 48 hours for your ID card information to be generated. If you needed to use your card before then, you still, you do have active coverage. You just have to file a claim and follow up once you get your ID card.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Well, is there anything else I can help you with today, Mr. Nelson?

Speaker speaker_1: No, sir. There's nothing else.

Speaker speaker_0: If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.