

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi. Um, I'm just trying to figure out a number through, what insurance I'm through or I'm trying to get a copy, a virtual copy of my insurance card. I don't know who to call. What is the staffing company you work for? I've been called for so many different numbers. Sorry, what? Staffing company do you work for? Uh, Surge. What's the last four of your social? 1680. First name? Lindsay. You say Lindsay? Yeah, Lindsay. How do you spell that? Oh, L-I-N-D-S-A-Y. And last name? It's B-A-L-C-H. All right. For security purposes, can you verify your address and date of birth for me? 86 Broad Street, Wellsville, Ohio 45732 and my birthday is March 27, 2003. Thank you. So we 740-5... 18. Yes. And it'd be lindsaymbalch@gmail.com? Sorry, what was that again? It's breaking out. Okay. Email is lindseymbalch@... Yes. All right. So you just need your ID card sent to you, correct? Yeah. I should be getting one in the mail, but I'm, I'm not sure. I got the dental and the one that I use for the pharmacy. I just need the medical. Okay. So you just need your medical card sent to you, that's it? Yes. Okay. You mind if I put you on a brief hold while I get that for you? Yeah, that's fine. Thank you. You there, Ms. Lindsay? Yes. I just sent that to your email. Can you verify that you received it? Yeah. Hold on one second. Mm-hmm. Okay, I got it. All right. And the 86 Broad Street, is that a home or an apartment? It's a home. And there's no PO box or anything like that? No. Okay. All right. You can expect a physical copy in one, one to two weeks. Okay. Awesome. And thank you so much for your help today. Seriously, I thought I was going nuts. I shouldn't- Great. ... have called you guys in the first place. I was not thinking. You're fine, Ms. Lindsay. Was there anything else I could help you with today? No, that should be all. All right. There's nothing else. Thanks for calling Benefits in a Card. I hope you have a great weekend. You too. Thank you. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Hi. Um, I'm just trying to figure out a number through, what insurance I'm through or I'm trying to get a copy, a virtual copy of my insurance card. I don't know who to call.

Speaker speaker_0: What is the staffing company you work for?

Speaker speaker_1: I've been called for so many different numbers. Sorry, what?

Speaker speaker_0: Staffing company do you work for?

Speaker speaker_1: Uh, Surge.

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

Speaker speaker_1: 1680.

Speaker speaker_0: First name?

Speaker speaker_1: Lindsay.

Speaker speaker_0: You say Lindsay?

Speaker speaker_1: Yeah, Lindsay.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: Oh, L-I-N-D-S-A-Y.

Speaker speaker_0: And last name?

Speaker speaker_1: It's B-A-L-C-H.

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

Speaker speaker_1: 86 Broad Street, Wellsville, Ohio 45732 and my birthday is March 27, 2003.

Speaker speaker_0: Thank you. So we 740-5... 18.

Speaker speaker_1: Yes.

Speaker speaker_0: And it'd be lindsaymbalch@gmail.com?

Speaker speaker_1: Sorry, what was that again? It's breaking out.

Speaker speaker_0: Okay. Email is lindseymbalch@...

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So you just need your ID card sent to you, correct?

Speaker speaker_1: Yeah. I should be getting one in the mail, but I'm, I'm not sure. I got the dental and the one that I use for the pharmacy. I just need the medical.

Speaker speaker_0: Okay. So you just need your medical card sent to you, that's it?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. You mind if I put you on a brief hold while I get that for you?

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_0: Thank you. You there, Ms. Lindsay?

Speaker speaker_1: Yes.

Speaker speaker_0: I just sent that to your email. Can you verify that you received it?

Speaker speaker_1: Yeah. Hold on one second.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay, I got it.

Speaker speaker_0: All right. And the 86 Broad Street, is that a home or an apartment?

Speaker speaker_1: It's a home.

Speaker speaker_0: And there's no PO box or anything like that?

Speaker speaker_1: No.

Speaker speaker_0: Okay. All right. You can expect a physical copy in one, one to two weeks.

Speaker speaker_1: Okay. Awesome. And thank you so much for your help today. Seriously, I thought I was going nuts. I shouldn't-

Speaker speaker_0: Great.

Speaker speaker_1: ... have called you guys in the first place. I was not thinking.

Speaker speaker_0: You're fine, Ms. Lindsay. Was there anything else I could help you with today?

Speaker speaker_1: No, that should be all.

Speaker speaker_0: All right. There's nothing else. Thanks for calling Benefits in a Card. I hope you have a great weekend.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you. Bye.