

Transcript: Malcolm

Nash-4754517382578176-5644264015577088

Full Transcript

Hello. This is Matthew, how can I help you? Yes, hello. I'm Eduardo Lucas and I am want, I'm calling about, uh, the numbers. I will need the numbers of my healthcare insurance. Uh- What's that from the company you work for? Uh, YS... WSI. So, is that WorkSmart Incorporated or...? I don't, I don't know. All right. What's the last four of your social? 5444. First name? Eduardo Lucas. How do you spell Eduardo? E-D-U-A-R-D-O. You said Lucas? Yes. Okay. For security purposes, can you verify your address and date of birth for me? 257 Rosemary Street Southeast, Grand Rapids, Michigan 49507 and 11/25/98. Thank you. Is that your phone number 516-516-7062? Yes. And your email is eduardo_lucas07@icloud.com? Mm-hmm. Right, so you just need your medical card sent to you? Yeah, I will need the medical card and numbers. I just need it, I need to send it to my insurance, out insurance. All right. Do you mind if put you on a brief hold while I get that for you? Oh, okay. Thank you. Mm-hmm. Are you there, Mr. Lucas? Yes. All right. So, it looks like for some reason your ID card isn't showing up in the system. Uh-huh. So, I had to email the back office to see why it's not showing up in the system. Uh-huh. So, it'll take 24 to 48 hours for a response, but as soon as I'm able to get a response, I'll see why your card wasn't available. I do have your dental card. Did you want me to send your dental card or you already have that one? You say when it gonna be available? It's not showing up in the system, sir. So, I had to email my back office to see why. They... It should be available because it's already been a month right now when I bought it and also they're already charging me and now it's saying it's not available. How's that working? Your coverage just became active last week, sir. So... So, they've been charging me the money, uh, for a month right now. All I'm... The first deduction that we've seen is... It came out last week, sir. Your coverage just became active on 4/14. So, you say you're going to take right now 24 hours? 24 to 48 hours to investigate it. Good. Yes, sir. As soon as I'm able to get some- Yeah, but I need this for my auto insurance and my, my renew auto insurance starting Friday. Say that again, sir. I said, I need this for my auto insurance. My auto insurance renew is starting Friday. I understand, sir, but at this moment, I wouldn't be able to give you an ID card because it's not showing up. That's why I have to email the back office. Oh, my God. I was trusting this company. Okay. Uh, but anyway, um, when you have it, can you please send it to me? Yes sir, I will. That's why I... I was, uh, that's why I was saying as soon as I'm able to hear something and see what's been going on, why your ID card isn't showing up, I will give you a call back and let you know. Okay, thank you. No problem, Mr. Lucas. Was there anything else I can help you with today? No, that's, that's all, nothing I need. There's nothing else. Thanks for calling Benefits in the Card. Hope you have a great rest of your week. Okay, bye.

Conversation Format

Speaker speaker_0: Hello. This is Matthew, how can I help you?

Speaker speaker_1: Yes, hello. I'm Eduardo Lucas and I am want, I'm calling about, uh, the numbers. I will need the numbers of my healthcare insurance. Uh-

Speaker speaker_0: What's that from the company you work for?

Speaker speaker_1: Uh, YS... WSI.

Speaker speaker_0: So, is that WorkSmart Incorporated or...?

Speaker speaker_1: I don't, I don't know.

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

Speaker speaker_1: 5444.

Speaker speaker_0: First name?

Speaker speaker_1: Eduardo Lucas.

Speaker speaker_0: How do you spell Eduardo?

Speaker speaker_1: E-D-U-A-R-D-O.

Speaker speaker_0: You said Lucas?

Speaker speaker_1: Yes.

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

Speaker speaker_1: 257 Rosemary Street Southeast, Grand Rapids, Michigan 49507 and 11/25/98.

Speaker speaker_0: Thank you. Is that your phone number 516-516-7062?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is eduardo_lucas07@icloud.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Right, so you just need your medical card sent to you?

Speaker speaker_1: Yeah, I will need the medical card and numbers. I just need it, I need to send it to my insurance, out insurance.

Speaker speaker_0: All right. Do you mind if put you on a brief hold while I get that for you?

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Are you there, Mr. Lucas?

Speaker speaker_2: Yes.

Speaker speaker_0: All right. So, it looks like for some reason your ID card isn't showing up in the system.

Speaker speaker_2: Uh-huh.

Speaker speaker_0: So, I had to email the back office to see why it's not showing up in the system.

Speaker speaker_2: Uh-huh.

Speaker speaker_0: So, it'll take 24 to 48 hours for a response, but as soon as I'm able to get a response, I'll see why your card wasn't available. I do have your dental card. Did you want me to send your dental card or you already have that one?

Speaker speaker_2: You say when it gonna be available?

Speaker speaker_0: It's not showing up in the system, sir. So, I had to email my back office to see why.

Speaker speaker_2: They... It should be available because it's already been a month right now when I bought it and also they're already charging me and now it's saying it's not available. How's that working?

Speaker speaker_0: Your coverage just became active last week, sir.

Speaker speaker_2: So... So, they've been charging me the money, uh, for a month right now.

Speaker speaker_0: All I'm... The first deduction that we've seen is... It came out last week, sir. Your coverage just became active on 4/14.

Speaker speaker_2: So, you say you're going to take right now 24 hours?

Speaker speaker_0: 24 to 48 hours to investigate it. Good. Yes, sir. As soon as I'm able to get some-

Speaker speaker_2: Yeah, but I need this for my auto insurance and my, my renew auto insurance starting Friday.

Speaker speaker_0: Say that again, sir.

Speaker speaker_2: I said, I need this for my auto insurance. My auto insurance renew is starting Friday.

Speaker speaker_0: I understand, sir, but at this moment, I wouldn't be able to give you an ID card because it's not showing up. That's why I have to email the back office.

Speaker speaker_2: Oh, my God. I was trusting this company. Okay. Uh, but anyway, um, when you have it, can you please send it to me?

Speaker speaker_0: Yes sir, I will. That's why I... I was, uh, that's why I was saying as soon as I'm able to hear something and see what's been going on, why your ID card isn't showing up, I will give you a call back and let you know.

Speaker speaker_2: Okay, thank you.

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

Speaker speaker_2: No, that's, that's all, nothing I need.

Speaker speaker_0: There's nothing else. Thanks for calling Benefits in the Card. Hope you have a great rest of your week.

Speaker speaker_2: Okay, bye.