

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits Inside. This is Malcolm, how can I help you? My name is Shandrea Randers. How can I help you, ma'am? Um, I'm trying to get, uh, my insurance card or my ins- insurance information. What staffing company do you work for? Uh, Surge. What's the last four of your social security number? Social Security? Yes, ma'am, the last four. Uh, six, four, eight, six. First name? Shandrea Randers. All right, for security purposes, can you verify your address and date of birth for me? Um, 85 Ridge Street... You said my, uh, address and date of birth? Address and date of birth, yes, ma'am. 85 Ridge Street, West Point, Mississippi, uh, January 26th, 2002. Thank you. Thanks. So, looks like your coverage just became active. It's going to be active as of next week, so you wouldn't be able to get your ID cards until probably... Uh, so if you wanted a digital copy, you could probably call and request it around Thursday or Friday next week. But we're actually closed Wednesday and Thursday. Oh, okay. Okay? All right. Okay. Can you hear me, ma'am? I can hear you. All right, so yeah, your coverage is, it looks like it's going to be active after the 23rd. If you need your ID card, I would recommend calling around Thursday or Friday to see if we can get it digitally sent to you. Otherwise, it comes in the mail one to two weeks from the 23rd. Okay. Well, thank you. No problem, Ms. Randers. Was there anything else I can help you with today? No, so that's all. Well, thanks for calling Benefits Inside. I hope you have a great weekend. You too. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits Inside. This is Malcolm, how can I help you?

Speaker speaker_2: My name is Shandrea Randers.

Speaker speaker_1: How can I help you, ma'am?

Speaker speaker_2: Um, I'm trying to get, uh, my insurance card or my ins- insurance information.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, Surge.

Speaker speaker_1: What's the last four of your social security number?

Speaker speaker_2: Social Security?

Speaker speaker_1: Yes, ma'am, the last four.

Speaker speaker_2: Uh, six, four, eight, six.

Speaker speaker_1: First name?

Speaker speaker_2: Shandrea Randers.

Speaker speaker_1: All right, for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Um, 85 Ridge Street... You said my, uh, address and date of birth?

Speaker speaker_1: Address and date of birth, yes, ma'am.

Speaker speaker_2: 85 Ridge Street, West Point, Mississippi, uh, January 26th, 2002.

Speaker speaker_1: Thank you. Thanks. So, looks like your coverage just became active. It's going to be active as of next week, so you wouldn't be able to get your ID cards until probably... Uh, so if you wanted a digital copy, you could probably call and request it around Thursday or Friday next week. But we're actually closed Wednesday and Thursday.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Okay?

Speaker speaker_2: All right. Okay.

Speaker speaker_1: Can you hear me, ma'am?

Speaker speaker_2: I can hear you.

Speaker speaker_1: All right, so yeah, your coverage is, it looks like it's going to be active after the 23rd. If you need your ID card, I would recommend calling around Thursday or Friday to see if we can get it digitally sent to you. Otherwise, it comes in the mail one to two weeks from the 23rd.

Speaker speaker_2: Okay. Well, thank you.

Speaker speaker_1: No problem, Ms. Randers. Was there anything else I can help you with today?

Speaker speaker_2: No, so that's all.

Speaker speaker_1: Well, thanks for calling Benefits Inside. I hope you have a great weekend.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.