

Transcript: Malcolm

Nash-4889908737785856-4643994966212608

Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Yeah, um, my name is Elena, and I, um, I have Benefits in a Card through my employer. And I was just looking for the member ID, um, because I was looking to schedule an appointment with one of my doctors, and they asked for it. Okay. Which asset company do you work for? Um, I work for Oxford Corporation or Oxford Global LLC. Last- last four of your Social? 9425. My name is Elena Kahn. Is that 9245? 9425. For security purposes, can you verify your address and date of birth for me? Sure. It's 435 North Broad Street, Philadelphia, Pennsylvania 19123. And my date of birth is 09-27-1997. Can you say that address for me one more time? Um, so there's two on my record. There's, like, my permanent address and then where I actually physically live. So my physical address is 435 North Broad Street, and then my permanent address is 29 Juniper Lane, New Hartford, New York 13413. Okay. So which- which one did you want to have on file? Because there's- there's one... We have the 29 Jupiter? Mm-hmm. You can keep the Juniper one, yeah. That's fine. Juniper, yes. Okay. All right. So that's where the ID cards will be sent to. Okay. Um, I- I have access to my member dashboard online, um, but I don't see... Like, I don't see it on there, um, just 'cause I'm not... That's like my permanent, like, family address 'cause I, like, obviously move a lot between, like, apartments and stuff. Mm-hmm. So, um, I- I- I- I can't physically get the card right now, but the doctor's office just needs the member ID. Are you not able to provide that? Oh, no, I am. I'm just gonna... I'm just letting you know- Oh, okay. ... to... for your- for your card. If you wanted a physical card, that's where your address... that's the address that we had on file. That's all I was letting you know. I'm going to send you an ID card pH- Okay, got it. Okay, great. Thank you. No problem. You mind if I put you on a brief hold while I get those for you? Sure. Thank you. No problem. Yeah. Okay. So I do need to confirm some more information before I actually do. You've got a phone number, 59- or 585-905-5850? Yep. That's correct. The email is itsElenaKahn38@gmail.com? Yep. That's also correct. Yep. Thank you. I'm going to put you on hold now while I get those for you. Sure. Thank you. Thank you. Hey, hey there, Ms. Khan. Yes. Hello, yeah. I just- I just- I just sent those through your email. Okay. Um, they probably are waiting to come in. Um- It should be from an info@benefitsinacard.com. Okay. Um, I don't see them yet. Maybe they'll just take a second to come because that's- that is my email. So I'll just... I can just wait for that. No problem. All right. Well, was there anything else I can help you with today, Ms. Elena? No, that was it. Thank you so much for your help. No problem. Thanks for calling Benefits In a Card. Hope you have a great rest of your week. You too. Thank you. Bye. Take care. Bye.

Conversation Format

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

Speaker speaker_1: Yeah, um, my name is Elena, and I, um, I have Benefits in a Card through my employer. And I was just looking for the member ID, um, because I was looking to schedule an appointment with one of my doctors, and they asked for it.

Speaker speaker_0: Okay. Which asset company do you work for?

Speaker speaker_1: Um, I work for Oxford Corporation or Oxford Global LLC.

Speaker speaker_0: Last- last four of your Social?

Speaker speaker_1: 9425. My name is Elena Kahn.

Speaker speaker_0: Is that 9245?

Speaker speaker_1: 9425.

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

Speaker speaker_1: Sure. It's 435 North Broad Street, Philadelphia, Pennsylvania 19123. And my date of birth is 09-27-1997.

Speaker speaker_0: Can you say that address for me one more time?

Speaker speaker_1: Um, so there's two on my record. There's, like, my permanent address and then where I actually physically live. So my physical address is 435 North Broad Street, and then my permanent address is 29 Juniper Lane, New Hartford, New York 13413.

Speaker speaker_0: Okay. So which- which one did you want to have on file? Because there's- there's one... We have the 29 Jupiter?

Speaker speaker_1: Mm-hmm. You can keep the Juniper one, yeah. That's fine.

Speaker speaker_0: Juniper, yes. Okay. All right. So that's where the ID cards will be sent to.

Speaker speaker_1: Okay. Um, I- I have access to my member dashboard online, um, but I don't see... Like, I don't see it on there, um, just 'cause I'm not... That's like my permanent, like, family address 'cause I, like, obviously move a lot between, like, apartments and stuff.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So, um, I- I- I- I can't physically get the card right now, but the doctor's office just needs the member ID. Are you not able to provide that?

Speaker speaker_0: Oh, no, I am. I'm just gonna... I'm just letting you know-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... to... for your- for your card. If you wanted a physical card, that's where your address... that's the address that we had on file. That's all I was letting you know. I'm going to send you an ID card pH-

Speaker speaker_1: Okay, got it. Okay, great. Thank you.

Speaker speaker_0: No problem. You mind if I put you on a brief hold while I get those for you?

Speaker speaker_1: Sure. Thank you.

Speaker speaker_0: No problem. Yeah. Okay. So I do need to confirm some more information before I actually do. You've got a phone number, 59- or 585-905-5850?

Speaker speaker_1: Yep. That's correct.

Speaker speaker_0: The email is itsElenaKahn38@gmail.com?

Speaker speaker_1: Yep. That's also correct. Yep.

Speaker speaker_0: Thank you. I'm going to put you on hold now while I get those for you.

Speaker speaker_1: Sure. Thank you.

Speaker speaker_0: Thank you. Hey, hey there, Ms. Khan.

Speaker speaker_1: Yes. Hello, yeah.

Speaker speaker_0: I just- I just- I just sent those through your email.

Speaker speaker_1: Okay. Um, they probably are waiting to come in. Um-

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

Speaker speaker_1: Okay. Um, I don't see them yet. Maybe they'll just take a second to come because that's- that is my email. So I'll just... I can just wait for that. No problem.

Speaker speaker_0: All right. Well, was there anything else I can help you with today, Ms. Elena?

Speaker speaker_1: No, that was it. Thank you so much for your help.

Speaker speaker_0: No problem. Thanks for calling Benefits In a Card. Hope you have a great rest of your week.

Speaker speaker_1: You too. Thank you. Bye.

Speaker speaker_0: Take care. Bye.