

## Transcript: Malcolm

Nash-5184682609655808-4985019075969024

### Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yeah, I'm trying to figure out how... Do y'all give members... Do y'all give the cards, like the ins- the member ID card or whatever? Are you saying you need an ID card sent yet? For the benefits. Uh-huh, I don't have any. I logged into the portal and I thought I could find one. I don't see anything. It just say about virtual visits and things like that. What staffing company do you work for? BZ Staffing. You said BZ Staffing? Uh-huh. What's the last four of your social? 5905. First name? LaQuanta Williams. For security purposes, can you verify your address and date of birth for me? 100 Vanderbilt Lane, Apartment B7 in Spartanburg, South Carolina 29207. 062182. Come on, car. Thank you. So we got your phone number, 864-606-7578? Yes, m- yes, sir. And then your email is loreal.williams@yahoo.com? Correct. Yes, so it looks like your coverage just became active as of the... as, as of last week on the 27th. It does take one to two weeks for your ID cards to get to you physically. Okay. All right. And there's no way I can go online and pull them up electronically? If you need them sent digitally, I can get them sent to you digitally. Yeah, I would, I would like that if it's no problem. If it's, uh, if it's an issue then don't worry about it. It's not an issue, ma'am. That's what I'm here for. What, which ID cards does you need? Uh, er- give me all what you got 'cause I got some stuff coming up I wanted to put it on file. Okay. You mind if I put you on a brief hold while I get those cards for you? Uh-huh, thank you. Thank you. Yeah, can I get a number seven, please? Can you large it with a coke? Please? What's that number seven with what? Can you make it a large, please, with a coke? That's it. Hey. Thank you. All right. Thank you. You're welcome. Are you- Mm-hmm. So is the lorelle.williams@yahoo.com a good email to send them to? Correct. I just sent those ID cards to your email. Okay. Thank you. No problem, Ms. Williams. Is there anything else I can help you with today? That's it. Y- you have a good day. You too. Thank you. Yeah. Uh-huh. Bye-bye. All right.

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Yeah, I'm trying to figure out how... Do y'all give members... Do y'all give the cards, like the ins- the member ID card or whatever?

Speaker speaker\_0: Are you saying you need an ID card sent yet?

Speaker speaker\_1: For the benefits. Uh-huh, I don't have any. I logged into the portal and I thought I could find one. I don't see anything. It just say about virtual visits and things like that.

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: BZ Staffing.

Speaker speaker\_0: You said BZ Staffing?

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 5905.

Speaker speaker\_0: First name?

Speaker speaker\_1: LaQuanta Williams.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 100 Vanderbilt Lane, Apartment B7 in Spartanburg, South Carolina 29207. 062182. Come on, car.

Speaker speaker\_0: Thank you. So we got your phone number, 864-606-7578?

Speaker speaker\_1: Yes, m- yes, sir.

Speaker speaker\_0: And then your email is loreal.williams@yahoo.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Yes, so it looks like your coverage just became active as of the... as, as of last week on the 27th. It does take one to two weeks for your ID cards to get to you physically.

Speaker speaker\_1: Okay. All right. And there's no way I can go online and pull them up electronically?

Speaker speaker\_0: If you need them sent digitally, I can get them sent to you digitally.

Speaker speaker\_1: Yeah, I would, I would like that if it's no problem. If it's, uh, if it's an issue then don't worry about it.

Speaker speaker\_0: It's not an issue, ma'am. That's what I'm here for. What, which ID cards does you need?

Speaker speaker\_1: Uh, er- give me all what you got 'cause I got some stuff coming up I wanted to put it on file.

Speaker speaker\_0: Okay. You mind if I put you on a brief hold while I get those cards for you?

Speaker speaker\_1: Uh-huh, thank you.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Yeah, can I get a number seven, please? Can you large it with a coke? Please?

Speaker speaker\_0: What's that number seven with what?

Speaker speaker\_1: Can you make it a large, please, with a coke? That's it.

Speaker speaker\_2: Hey. Thank you. All right. Thank you.

Speaker speaker\_3: You're welcome.

Speaker speaker\_4: Are you-

Speaker speaker\_5: Mm-hmm.

Speaker speaker\_4: So is the lorelle.williams@yahoo.com a good email to send them to?

Speaker speaker\_5: Correct.

Speaker speaker\_4: I just sent those ID cards to your email.

Speaker speaker\_5: Okay. Thank you.

Speaker speaker\_4: No problem, Ms. Williams. Is there anything else I can help you with today?

Speaker speaker\_5: That's it. Y- you have a good day.

Speaker speaker\_4: You too. Thank you.

Speaker speaker\_3: Yeah.

Speaker speaker\_5: Uh-huh. Bye-bye.

Speaker speaker\_4: All right.