

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hey, Malcolm. I'm calling because I'm not an actual member. I don't, I just don't know my information that came up on my card. I need to go grab some glasses real quick. What health company do you work for? BGSS. I'm also- Is that a 40 digit- ... trying to make it- Go ahead. Uh, uh, I'm also trying to sign on to your guys' portal online, and it's asking me for my participant ID, so I think I need that too. So last four of your social? 1470. First name? Takisha. Last name? Harden. And for security purposes, can you verify your address and date of birth for me? 20240 Euclid Avenue, Euclid, oh, apartment 405, Euclid, Ohio, uh, 44107 and August 29th, 1993. Yeah, so we got your phone number at 216-905-2630? Yeah. And we got emails, first name, last name, 93@Gmail.com? Yeah. And so do you need all your ID cards or just your vision card? I just need to go do my vision today. Okay. But when I'm doing this online signup, verify your ID, it says participant ID. You got that number? I just gotta put that in. I'm not sure what you're referring to, to be honest. LI, the... It says the Lumonix, LIN information number. Create a username. Maybe this isn't y'all's number I got 50 cents. I'm not sure what you're referring to, ma'am, to be honest. The Benefits in a Card, Benefits in a Card member portal or 90 Degree Benefits member login. That was the wrong one, man. Just checking. Yeah, the 90 Degree, that's something you have to get from them directly, because they're the carrier. Oh, okay, okay, okay, okay. So maybe it's the Benefits in a Card member portal. Yep, that's the one I need to register for. Okay. So I got you a, I got you a ID card. I'm about to send that to your email right now. Oh, okay. Cool. That's perfect. You verified that you received it? I'm about to tell you right now. I'm still waiting. It's going to your email. Okay. Let me see. Let me check, because usually whenever I get an email, they just send me a notification on my phone, but I'm just Hello? Uh, yep, just got the notification on my phone. Yep. So yeah, it's in there. Awesome. Thank you so much. No problem, Miss Harden. Was there anything else I can help you with today? Uh, nope. That was it. Yep, I see the card. I see the picture. All right, cool. Thank you so much. No problem. This is from- Which one did you call? Oh, MetLife. Okay, yep, ESP, cool. This is my... Okay, cool. Yep. Yep. Thank you. No problem, Miss Harden. If there's nothing else, thanks for calling Benefits Card. Hope you have a great rest of your day. Okay. You too. Bye-bye. 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: Hey, Malcolm. I'm calling because I'm not an actual member. I don't, I just don't know my information that came up on my card. I need to go grab some glasses real quick.

Speaker speaker_0: What health company do you work for?

Speaker speaker_1: BGSS. I'm also-

Speaker speaker_0: Is that a 40 digit-

Speaker speaker_1: ... trying to make it-

Speaker speaker_0: Go ahead.

Speaker speaker_1: Uh, uh, I'm also trying to sign on to your guys' portal online, and it's asking me for my participant ID, so I think I need that too.

Speaker speaker_0: So last four of your social?

Speaker speaker_1: 1470.

Speaker speaker_0: First name?

Speaker speaker_1: Takisha.

Speaker speaker_0: Last name?

Speaker speaker_1: Harden.

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

Speaker speaker_1: 20240 Euclid Avenue, Euclid, oh, apartment 405, Euclid, Ohio, uh, 44107 and August 29th, 1993.

Speaker speaker_0: Yeah, so we got your phone number at 216-905-2630?

Speaker speaker_1: Yeah.

Speaker speaker_0: And we got emails, first name, last name, 93@Gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: And so do you need all your ID cards or just your vision card?

Speaker speaker_1: I just need to go do my vision today.

Speaker speaker_0: Okay.

Speaker speaker_1: But when I'm doing this online signup, verify your ID, it says participant ID. You got that number? I just gotta put that in.

Speaker speaker_0: I'm not sure what you're referring to, to be honest.

Speaker speaker_1: LI, the... It says the Lumonix, LIN information number. Create a username. Maybe this isn't y'all's number I got 50 cents.

Speaker speaker_0: I'm not sure what you're referring to, ma'am, to be honest.

Speaker speaker_1: The Benefits in a Card, Benefits in a Card member portal or 90 Degree Benefits member login. That was the wrong one, man. Just checking.

Speaker speaker_0: Yeah, the 90 Degree, that's something you have to get from them directly, because they're the carrier.

Speaker speaker_1: Oh, okay, okay, okay, okay. So maybe it's the Benefits in a Card member portal. Yep, that's the one I need to register for. Okay.

Speaker speaker_0: So I got you a, I got you a ID card. I'm about to send that to your email right now.

Speaker speaker_1: Oh, okay. Cool. That's perfect.

Speaker speaker_0: You verified that you received it?

Speaker speaker_1: I'm about to tell you right now. I'm still waiting.

Speaker speaker_0: It's going to your email.

Speaker speaker_1: Okay. Let me see. Let me check, because usually whenever I get an email, they just send me a notification on my phone, but I'm just

Speaker speaker_2: Hello?

Speaker speaker_1: Uh, yep, just got the notification on my phone. Yep. So yeah, it's in there. Awesome. Thank you so much.

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

Speaker speaker_1: Uh, nope. That was it. Yep, I see the card. I see the picture. All right, cool. Thank you so much.

Speaker speaker_0: No problem.

Speaker speaker_1: This is from-

Speaker speaker_0: Which one did you call?

Speaker speaker_1: Oh, MetLife. Okay, yep, ESP, cool. This is my... Okay, cool. Yep. Yep. Thank you.

Speaker speaker_0: No problem, Miss Harden. If there's nothing else, thanks for calling Benefits Card. Hope you have a great rest of your day.

Speaker speaker_1: Okay. You too. Bye-bye.

Speaker speaker_0: Thank you. Bye.