

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Yeah, I was just calling about my, uh, insurance through the temp agency. They said that I was supposed to have received a card and I haven't. Okay. What staffing company do you work for? Uh, AXH through StandBy, uh, Staffing, or not StandBy, American Staffing Corps. You said American Staffing Corps? Yeah. What's the last four of your Social? 6659. First name? Joseph. All right. For security purposes, can you verify your address and date of birth for me? Uh, address is 2901 South Lynn Ridge Boulevard, Claremore, Oklahoma 74119, and date of birth is March 9th, 1986. What was the address one more time? 2909 South Lynn Ridge Boulevard. I think that's what it is. Yeah. So that's not the one we have on file. Uh, let me look in my paper real quick. I don't know, I just moved in here. Give me just second. 2090 South Lynn Ridge Boulevard, number 44. Are you saying South Lynn Ridge or are you just saying Lynn Ridge? Lynn Ridge. South Lynn Ridge Boulevard. So it's 2090 South Lynn Ridge Boulevard? Yeah. Correct. Okay. So it looks like the S was, the south part was left out, so maybe that's why you haven't received your ID card. Okay. Something I can do, I can put in a request for them to be sent again. This will take one to two weeks, and while you wait for that, I can get them sent to your email. Yes, that would be great. I'm meaning to use them actually, go pick up some prescriptions. So have you, have you activated your FreeRx card yet? No, I haven't got anything. So you have, you have to go to the FreeRx website yourself and claim that- Okay. ... ID card. Okay. And it's FreeRx? Yes, sir. Okay. When you go to that website, you're going to hit Member Login. Are you doing it- Okay. ... right now or are you just taking notes? I'm taking notes. All right, so yeah, you want to hit Member Login and then you want to hit New User Registration. New user. Okay. And then you just type in your first name, your last name and your social security number and your email. Okay. I think that says jo.pierce19860@gmail.com, did they email this in your ID card too? Yes. Okay. All right. So I just sent that to your email. Okay. And you should receive your m- the physical card in one to two weeks. All right. I appreciate it. No problem, Mr. Joseph. Was there anything else I can help you with today? Uh, that is all. Thank you. No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. You as well. 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 in a Card. This is Malcolm. How can I help you? Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Yeah, I was just calling about my, uh, insurance through the temp agency. They said that I was supposed to have received a card and I haven't.

Speaker speaker_1: Okay. What staffing company do you work for?

Speaker speaker_2: Uh, AXH through StandBy, uh, Staffing, or not StandBy, American Staffing Corps.

Speaker speaker_1: You said American Staffing Corps?

Speaker speaker_2: Yeah.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 6659.

Speaker speaker_1: First name?

Speaker speaker_2: Joseph.

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

Speaker speaker_2: Uh, address is 2901 South Lynn Ridge Boulevard, Claremore, Oklahoma 74119, and date of birth is March 9th, 1986.

Speaker speaker_1: What was the address one more time?

Speaker speaker_2: 2909 South Lynn Ridge Boulevard. I think that's what it is.

Speaker speaker_1: Yeah. So that's not the one we have on file.

Speaker speaker_2: Uh, let me look in my paper real quick. I don't know, I just moved in here. Give me just second. 2090 South Lynn Ridge Boulevard, number 44.

Speaker speaker_1: Are you saying South Lynn Ridge or are you just saying Lynn Ridge?

Speaker speaker_2: Lynn Ridge. South Lynn Ridge Boulevard.

Speaker speaker_1: So it's 2090 South Lynn Ridge Boulevard?

Speaker speaker_2: Yeah. Correct.

Speaker speaker_1: Okay. So it looks like the S was, the south part was left out, so maybe that's why you haven't received your ID card.

Speaker speaker_2: Okay.

Speaker speaker_1: Something I can do, I can put in a request for them to be sent again. This will take one to two weeks, and while you wait for that, I can get them sent to your email.

Speaker speaker_2: Yes, that would be great. I'm meaning to use them actually, go pick up some prescriptions.

Speaker speaker_1: So have you, have you activated your FreeRx card yet?

Speaker speaker_2: No, I haven't got anything.

Speaker speaker_1: So you have, you have to go to the FreeRx website yourself and claim that-

Speaker speaker_2: Okay.

Speaker speaker_1: ... ID card.

Speaker speaker_2: Okay. And it's FreeRx?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay.

Speaker speaker_1: When you go to that website, you're going to hit Member Login. Are you doing it-

Speaker speaker_2: Okay.

Speaker speaker_1: ... right now or are you just taking notes?

Speaker speaker_2: I'm taking notes.

Speaker speaker_1: All right, so yeah, you want to hit Member Login and then you want to hit New User Registration.

Speaker speaker_2: New user. Okay.

Speaker speaker_1: And then you just type in your first name, your last name and your social security number and your email.

Speaker speaker_2: Okay.

Speaker speaker_1: I think that saysjo.pierce19860@gmail.com, did they email this in your ID card too?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right. So I just sent that to your email.

Speaker speaker_2: Okay.

Speaker speaker_1: And you should receive your m- the physical card in one to two weeks.

Speaker speaker_2: All right. I appreciate it.

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

Speaker speaker_2: Uh, that is all. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_2: You as well.

Speaker speaker_1: Thank you.