

Transcript: Malcolm

Nash-5619530235822080-6392201630367744

Full Transcript

Thanks for calling Benefits in a Card. How can I help you? This is Malcolm. How can I help you? Uh, yes, Malcolm. My name is Marsha Jones and I work for DCT out of Enderlin, North Dakota. And I was checking to see when I might be getting some, uh, insurance cards. You said DTC? Yes. What's the last four of your Social? 6260. First name? Marsha. Last name? Jones. All right. For security purposes, can you verify your address and date of birth for me? Yep. 165 Viking Lane or Circle, Apartment 302, Kindred, North Dakota. And birthday is January 5th, 1969. Thank you. Excuse me. Can I get a phone number at 318-6843? Yes. And then your email is marsha.jones54@yahoo.com? Yes. Thank you. All right. So it looks like your coverage just became active last Monday on the 17th. It does take one or two weeks for your, uh, physical ID cards to get to you. Do you want digital cards while you're waiting on your physical ones? Yes, please. All right. Do you mind if I put you on a brief p- brief hold while I get those for you? Yeah, go ahead. Thank you. Hey there, Ms. Jones. Yes. All right. So there's two emails. Would you like me to send it to the marsha.jones54@yahoo.com or the marsha.june46@gmail.com? Uh, Marsha Jones. Um, marsha.jones54@yahoo... Okay. All right. So I just sent those ID cards to your email. Okay. That sounds great. So with the FreeRx, you're gonna have to go to the FreeRx website to claim your account and then they'll give you your FreeRx card on the website. Okay. Okay. I can do that. Can you confirm that you received the ID cards? Uh, yep. I'm fixing to go to the emails now. It should be from, uh, info@benefitsinacard.com. Yep. I did get them. Sure did. Yeah. All right. Well, was there anything else I could help you with today, Ms. Jones? Uh, nope. That'll be that. All right. Well, if there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. Thank you. Miss you. No problem. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card.

Speaker speaker_1: How can I help you?

Speaker speaker_2: This is Malcolm. How can I help you?

Speaker speaker_3: Uh, yes, Malcolm. My name is Marsha Jones and I work for DCT out of Enderlin, North Dakota. And I was checking to see when I might be getting some, uh, insurance cards.

Speaker speaker_0: You said DTC?

Speaker speaker_3: Yes.

Speaker speaker_0: What's the last four of your Social?

Speaker speaker_3: 6260.

Speaker speaker_0: First name?

Speaker speaker_3: Marsha.

Speaker speaker_0: Last name?

Speaker speaker_3: Jones.

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

Speaker speaker_3: Yep. 165 Viking Lane or Circle, Apartment 302, Kindred, North Dakota. And birthday is January 5th, 1969.

Speaker speaker_0: Thank you. Excuse me. Can I get a phone number at 318-6843?

Speaker speaker_3: Yes.

Speaker speaker_0: And then your email is marsha.jones54@yahoo.com?

Speaker speaker_3: Yes.

Speaker speaker_0: Thank you. All right. So it looks like your coverage just became active last Monday on the 17th. It does take one or two weeks for your, uh, physical ID cards to get to you. Do you want digital cards while you're waiting on your physical ones?

Speaker speaker_3: Yes, please.

Speaker speaker_0: All right. Do you mind if I put you on a brief p- brief hold while I get those for you?

Speaker speaker_3: Yeah, go ahead.

Speaker speaker_0: Thank you. Hey there, Ms. Jones.

Speaker speaker_3: Yes.

Speaker speaker_0: All right. So there's two emails. Would you like me to send it to the marsha.jones54@yahoo.com or the marsha.june46@gmail.com?

Speaker speaker_3: Uh, Marsha Jones. Um, marsha.jones54@yahoo...

Speaker speaker_0: Okay. All right. So I just sent those ID cards to your email.

Speaker speaker_3: Okay. That sounds great.

Speaker speaker_0: So with the FreeRx, you're gonna have to go to the FreeRx website to claim your account and then they'll give you your FreeRx card on the website.

Speaker speaker_3: Okay. Okay. I can do that.

Speaker speaker_0: Can you confirm that you received the ID cards?

Speaker speaker_3: Uh, yep. I'm fixing to go to the emails now.

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

Speaker speaker_3: Yep. I did get them. Sure did.

Speaker speaker_0: Yeah. All right. Well, was there anything else I could help you with today, Ms. Jones?

Speaker speaker_3: Uh, nope. That'll be that.

Speaker speaker_0: All right. Well, if there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_3: Thank you. Miss you.

Speaker speaker_0: No problem. Thank you.

Speaker speaker_3: Bye-bye.

Speaker speaker_0: Bye.