

## 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. How you doing? My name's Eric Allen Reese and I'm calling to... I work for, um, uh, Crown Staffing and I've been paying for insurance. I haven't received the card yet. What's the last four of your social? 4889. First name? Eric, E-R-I-C. Last name is Reese. Last name? Reese, R-E-E-C-E. For security purposes, can you verify your address and date of birth for me? Uh, I don't know which... uh, I'm from Arizona, so... Uh, my date of birth is January 20, 1970. Uh, uh, 37137 Western Matthew, Maricopa 85138. Is that it? No, sir. Oh, I got to... Ah. Well it, it might be this one, hold on. That's incorrect. Um, is it, uh, 147 Watts Wicks Road, Bowling Green, Kentucky 42101? No, sir. Well, I don't know what to tell you. Uh, I just- Can you verify with your full social? 498764889. So we got a 1029 Mel Browning Street, Bowling Green, Kentucky 42104. Ah, yeah, yeah. Yeah, okay. Yeah, that's what, that's what I meant. That's what I meant. That's what I meant. So that'll... Yep, yep. So did y'all send a card out or anything? Um. Nope. So, so there was two... So they had a... They had that on file and then they had a 37137 West as well. Oh, Matthew. They, they sent it to me or it's... Oh, goddammit. So they had two separate... They had two separate. Hey, hey, can you just... Right, could you email me that, uh, card so I can... Um, can y'all email it to me? Yes, sir. So give me one... So do you want... Did you want me to update that address for you? Uh, the... No, just keep is as is on. So if that's... So that's... So right now we have... So it's a Bowling Green, Kentucky 42104. Is that the right address? Yeah. The 19- 19... Yeah, that's what I'm- So we have... So the full address is 1929 Mel Browning Street, Bowling, Bowling Green, Kentucky 42104? That correct? Yeah, that's, that's what I meant by that. Right. So that's the correct address? Right. And that's the one you want on file? Yes. Okay. So I'm going to put in a request for a new ID card to be sent to that address. Is that a home or an apartment? Uh, apartment. 133. Apartment 133. Can I ask you a question? You have your phone number. What kind of numbers do I have? So you had a preventative care plan? That's good for like 5618228? Correct. All right. So the plan that you have is a preventative care plan. That's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears or mammograms for women. Any preventative care services. And it gives you access to FreeRx as well, because FreeRx is a virtual pharmacy that gives you access to over 800 generic and acute, uh, chronic medication, along with a access to virtual urgent care appointments. Okay. And, uh, what about vision and dental? So that's not included. Oh, shit. That's what I need. How much, uh, can I add that too at all? So at this point you have to wait until it comes to an open enrollment period where you have to have a qualifying life event, such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to add any coverage. Okay, that's cool. So, uh, could you email that information in? Yes, sir. I'm get... I've been working on it while we've been on the phone. Oh, I'm sorry. I'm sorry, I'm sorry, I'm

sorry. No, you're fine, Mr. Reese. So I'm going to put in... And the email is areese777@aol.com. Correct. Thank you. All right. would take one or two weeks to get to you. You should get the emails shorter than that. All right, thanks. I appreciate it, man. I appreciate it. No problem, Mr. Reese. Was there anything else I can help you with today? The lottery numbers. There's nothing-

## 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. How you doing? My name's Eric Allen Reese and I'm calling to... I work for, um, uh, Crown Staffing and I've been paying for insurance. I haven't received the card yet.

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

Speaker speaker\_1: 4889.

Speaker speaker\_0: First name?

Speaker speaker\_1: Eric, E-R-I-C. Last name is Reese.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Reese, R-E-E-C-E.

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

Speaker speaker\_1: Uh, I don't know which... uh, I'm from Arizona, so... Uh, my date of birth is January 20, 1970. Uh, uh, 37137 Western Matthew, Maricopa 85138. Is that it?

Speaker speaker\_0: No, sir.

Speaker speaker\_1: Oh, I got to... Ah. Well it, it might be this one, hold on.

Speaker speaker\_0: That's incorrect.

Speaker speaker\_1: Um, is it, uh, 147 Watts Wicks Road, Bowling Green, Kentucky 42101?

Speaker speaker\_0: No, sir.

Speaker speaker\_1: Well, I don't know what to tell you. Uh, I just-

Speaker speaker\_0: Can you verify with your full social?

Speaker speaker\_1: 498764889.

Speaker speaker\_0: So we got a 1029 Mel Browning Street, Bowling Green, Kentucky 42104.

Speaker speaker\_1: Ah, yeah, yeah. Yeah, okay. Yeah, that's what, that's what I meant. That's what I meant. That's what I meant.

Speaker speaker\_0: So that'll...

Speaker speaker\_1: Yep, yep. So did y'all send a card out or anything?

Speaker speaker\_0: Um.

Speaker speaker\_1: Nope.

Speaker speaker\_0: So, so there was two... So they had a... They had that on file and then they had a 37137 West as well.

Speaker speaker\_1: Oh, Matthew. They, they sent it to me or it's... Oh, goddammit.

Speaker speaker\_0: So they had two separate... They had two separate.

Speaker speaker\_1: Hey, hey, can you just... Right, could you email me that, uh, card so I can... Um, can y'all email it to me?

Speaker speaker\_0: Yes, sir. So give me one... So do you want... Did you want me to update that address for you?

Speaker speaker\_1: Uh, the... No, just keep is as is on.

Speaker speaker\_0: So if that's... So that's... So right now we have... So it's a Bowling Green, Kentucky 42104. Is that the right address?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: The 19-

Speaker speaker\_1: 19... Yeah, that's what I'm-

Speaker speaker\_0: So we have... So the full address is 1929 Mel Browning Street, Bowling, Bowling Green, Kentucky 42104? That correct?

Speaker speaker\_1: Yeah, that's, that's what I meant by that. Right.

Speaker speaker\_0: So that's the correct address?

Speaker speaker\_1: Right.

Speaker speaker\_0: And that's the one you want on file?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So I'm going to put in a request for a new ID card to be sent to that address. Is that a home or an apartment?

Speaker speaker\_1: Uh, apartment. 133.

Speaker speaker\_0: Apartment 133.

Speaker speaker\_1: Can I ask you a question?

Speaker speaker\_0: You have your phone number.

Speaker speaker\_1: What kind of numbers do I have?

Speaker speaker\_0: So you had a preventative care plan? That's good for like 5618228?

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right. So the plan that you have is a preventative care plan. That's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears or mammograms for women. Any preventative care services. And it gives you access to FreeRx as well, because FreeRx is a virtual pharmacy that gives you access to over 800 generic and acute, uh, chronic medication, along with a access to virtual urgent care appointments.

Speaker speaker\_1: Okay. And, uh, what about vision and dental?

Speaker speaker\_0: So that's not included.

Speaker speaker\_1: Oh, shit. That's what I need. How much, uh, can I add that too at all?

Speaker speaker\_0: So at this point you have to wait until it comes to an open enrollment period where you have to have a qualifying life event, such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to add any coverage.

Speaker speaker\_1: Okay, that's cool. So, uh, could you email that information in?

Speaker speaker\_0: Yes, sir. I'm get... I've been working on it while we've been on the phone.

Speaker speaker\_1: Oh, I'm sorry. I'm sorry, I'm sorry, I'm sorry.

Speaker speaker\_0: No, you're fine, Mr. Reese. So I'm going to put in... And the email is areese777@aol.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Thank you. All right. would take one or two weeks to get to you. You should get the emails shorter than that.

Speaker speaker\_1: All right, thanks. I appreciate it, man. I appreciate it.

Speaker speaker\_0: No problem, Mr. Reese. Was there anything else I can help you with today?

Speaker speaker\_1: The lottery numbers.

Speaker speaker\_0: There's nothing-