

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car this is Malcolm, how can I help you? Hi. Yes, I'm trying to sign up for insurance through my work. Right. What's the type of company you work for? Ah, MAU. What's the last four of your social? 1945. First name? Kaitlyn. K-A-I-T-L-Y-N. Last name? Bowen, B-O-W-E-N. For security purposes, can you verify your address and date of birth for me? I don't know which address I put down. I'm so sorry. There's like three I could think of, can I go through them? Do you want to verify with your full social? Yeah, I'd rather do that. Okay. My full social is 459 1945. Thank you. So we got a 234 Cherry Lane, Frankfurt, Kentucky 40601. I need to update that. Right. So what's your new address? Uh, 312 West 35th Street, Covington, Kentucky- You said West 35th Street? Yes. So 312 West 35th Street? Yes. Is that a home or an apartment? Apartment. What apartment number? Five. Right. And what was the city? Covington, Kentucky. How do you spell that? Uh, Covington, C-O-V-I-N-G-T-O-N. And ZIP code? 41015. And date of birth is 8/26/01? Yes. And your phone number is 502-395-4777? Yes. And your email is kaitlynbowen2001@gmail.com? Yes. Thank you. All right. So it looks like you're already enrolled in coverage, looks like you, your cover started on 4/21. Are you guys able to send me insurance cards? Yes, ma'am. Did you need... So it looks like you had an old address, so they probably got sent to that address. You need new ID card sent to you? Yes. Okay. And which insurance, like, was I enrolled in? I'm just trying to check because... Yes, ma'am. So you got the Insure Plus Enhanced, the dental, the short-term disability, the life insurance, the vision, the critical illness, the group accident, the behavior health, and the ID experts. Okay, that's perfect. All right. So do you mind if I put you on a brief hold while I get those ID cards for you? Uh, no, I don't mind. Thank you. Hi. Are you there, Ms. Caitlin? Yes, I am. Would you like physical copies to be sent as well? Yes. Um- Okay. ... am I getting them emailed to me? Yes, ma'am. That's why I was asking if you want physical copies as well. Okay. Yeah. Sorry. I just woke up. My- No, you're fine. ... my brain. My brain is, you know- I already know how it goes. It's early. All right. So you should get the email. It'll be an email from benefits card dot com. You should get three P- PDF files attached. It'll be your vision, dental and your medical. It'll take one to two weeks for your physical cards to get to you in the mail. Okay. Thank you so much. No problem, Ms. Caitlin. Was there anything else that I can help you with today? No. You've helped me a lot. Thank you so much. No problem. Could you confirm that you received the ID cards before we hang up? Yes, I can. Thank you. Yes, I got them. All right. Well, was there anything else I could help you with today? No, that's it. All right. If there's nothing else, thanks for calling Benefits for the Card. Hope you have a great weekend. Thank you. No problem. Bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car this is Malcolm, how can I help you?

Speaker speaker_1: Hi. Yes, I'm trying to sign up for insurance through my work.

Speaker speaker_0: Right. What's the type of company you work for?

Speaker speaker_1: Ah, MAU.

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

Speaker speaker_1: 1945.

Speaker speaker_0: First name?

Speaker speaker_1: Kaitlyn. K-A-I-T-L-Y-N.

Speaker speaker_0: Last name?

Speaker speaker_1: Bowen, B-O-W-E-N.

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

Speaker speaker_1: I don't know which address I put down. I'm so sorry. There's like three I could think of, can I go through them?

Speaker speaker_0: Do you want to verify with your full social?

Speaker speaker_1: Yeah, I'd rather do that.

Speaker speaker_0: Okay.

Speaker speaker_1: My full social is 459 1945.

Speaker speaker_0: Thank you. So we got a 234 Cherry Lane, Frankfurt, Kentucky 40601.

Speaker speaker_1: I need to update that.

Speaker speaker_0: Right. So what's your new address?

Speaker speaker_1: Uh, 312 West 35th Street, Covington, Kentucky-

Speaker speaker_0: You said West 35th Street?

Speaker speaker_1: Yes.

Speaker speaker_0: So 312 West 35th Street?

Speaker speaker_1: Yes.

Speaker speaker_0: Is that a home or an apartment?

Speaker speaker_1: Apartment.

Speaker speaker_0: What apartment number?

Speaker speaker_1: Five.

Speaker speaker_0: Right. And what was the city?

Speaker speaker_1: Covington, Kentucky.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: Uh, Covington, C-O-V-I-N-G-T-O-N.

Speaker speaker_0: And ZIP code?

Speaker speaker_1: 41015.

Speaker speaker_0: And date of birth is 8/26/01?

Speaker speaker_1: Yes.

Speaker speaker_0: And your phone number is 502-395-4777?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is kaitlynbowen2001@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. All right. So it looks like you're already enrolled in coverage, looks like you, your cover started on 4/21.

Speaker speaker_1: Are you guys able to send me insurance cards?

Speaker speaker_0: Yes, ma'am. Did you need... So it looks like you had an old address, so they probably got sent to that address. You need new ID card sent to you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: And which insurance, like, was I enrolled in? I'm just trying to check because...

Speaker speaker_0: Yes, ma'am. So you got the Insure Plus Enhanced, the dental, the short-term disability, the life insurance, the vision, the critical illness, the group accident, the behavior health, and the ID experts.

Speaker speaker_1: Okay, that's perfect.

Speaker speaker_0: All right. So do you mind if I put you on a brief hold while I get those ID cards for you?

Speaker speaker_1: Uh, no, I don't mind.

Speaker speaker_0: Thank you. Hi. Are you there, Ms. Caitlin?

Speaker speaker_2: Yes, I am.

Speaker speaker_0: Would you like physical copies to be sent as well?

Speaker speaker_2: Yes. Um-

Speaker speaker_0: Okay.

Speaker speaker_2: ... am I getting them emailed to me?

Speaker speaker_0: Yes, ma'am. That's why I was asking if you want physical copies as well.

Speaker speaker_2: Okay. Yeah. Sorry. I just woke up. My-

Speaker speaker_0: No, you're fine.

Speaker speaker_2: ... my brain. My brain is, you know-

Speaker speaker_0: I already know how it goes. It's early. All right. So you should get the email. It'll be an email from benefits card dot com. You should get three P- PDF files attached. It'll be your vision, dental and your medical. It'll take one to two weeks for your physical cards to get to you in the mail.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_0: No problem, Ms. Caitlin. Was there anything else that I can help you with today?

Speaker speaker_2: No. You've helped me a lot. Thank you so much.

Speaker speaker_0: No problem. Could you confirm that you received the ID cards before we hang up?

Speaker speaker_2: Yes, I can.

Speaker speaker_0: Thank you.

Speaker speaker_2: Yes, I got them.

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

Speaker speaker_2: No, that's it.

Speaker speaker_0: All right. If there's nothing else, thanks for calling Benefits for the Card. Hope you have a great weekend.

Speaker speaker_2: Thank you.

Speaker speaker_0: No problem. Bye.

Speaker speaker_2: Bye.