Transcript: Malcolm Nash-5693284011130880-4756568823742464

Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, um, good afternoon. I'm wondering if I can get a copy of my benefits card with my ID and enrollment so I can see if, um, the insurance was taken by one of my doctors. What staffing company do you work for? Creative Circle. Last four of your Social? Five, two, one, six. First name? Essa, E-S-S-A. For security purposes, can you verify your address and date of birth for me? Um, 120 De Pruef Place, Apartment 8E, Bronx, New York 10475. Date of birth is 10/26/82. Okay. Can you see we got your phone number as 347-522-7949? Correct. And your email is firstname.lastname@gmail.com? My... Correct, it's email. Which ID card id you need? Um, just whatever, if, if I need to give it to, like, uh, a doctor's office or somewhere, just for verification to update my insurance. With your map, I'm just trying to print out while I get those for you. Sure, no problem. Thank you. Thank you. Are you there with me, Essa? Yes. I, I just sent those ID cards to your email. Okay, perfect. Sorry for any confusion. Uh, hold on one second. Should be from the info at benefitsinacard.com. Sometimes it does go to your spam folder as well. The email I got was just about activation. Um, hold on, let me refresh again. You shouldn't... Um, Essa, it shouldn't be anything about activation. It should say, it should have three PDF files attached to it. Okay, yeah. It says I get the email. Yeah, was there anything else I can help you with today, Miss Essa? Um, no, that should be it. Thank you. No problem. Thanks for calling Benefits in a Card. Hope you have a great rest of your week. Thank you. You, too. Thank you. Bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, um, good afternoon. I'm wondering if I can get a copy of my benefits card with my ID and enrollment so I can see if, um, the insurance was taken by one of my doctors.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: Last four of your Social?

Speaker speaker_1: Five, two, one, six.

Speaker speaker_0: First name?

Speaker speaker_1: Essa, E-S-S-A.

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

Speaker speaker_1: Um, 120 De Pruef Place, Apartment 8E, Bronx, New York 10475. Date of birth is 10/26/82.

Speaker speaker_0: Okay. Can you see we got your phone number as 347-522-7949?

Speaker speaker_1: Correct.

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

Speaker speaker_1: My... Correct, it's email.

Speaker speaker_0: Which ID card id you need?

Speaker speaker_1: Um, just whatever, if, if I need to give it to, like, uh, a doctor's office or somewhere, just for verification to update my insurance.

Speaker speaker_0: With your map, I'm just trying to print out while I get those for you.

Speaker speaker_1: Sure, no problem. Thank you.

Speaker speaker_0: Thank you. Are you there with me, Essa?

Speaker speaker_1: Yes.

Speaker speaker_0: I, I just sent those ID cards to your email.

Speaker speaker_1: Okay, perfect.

Speaker speaker_0: Sorry for any confusion.

Speaker speaker_1: Uh, hold on one second.

Speaker speaker_0: Should be from the info at benefitsinacard.com. Sometimes it does go to your spam folder as well.

Speaker speaker_1: The email I got was just about activation. Um, hold on, let me refresh again.

Speaker speaker_0: You shouldn't... Um, Essa, it shouldn't be anything about activation. It should say, it should have three PDF files attached to it.

Speaker speaker_1: Okay, yeah. It says I get the email.

Speaker speaker_0: Yeah, was there anything else I can help you with today, Miss Essa?

Speaker speaker_1: Um, no, that should be it. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in a Card. Hope you have a great rest of your week.

Speaker speaker_1: Thank you. You, too.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye.

Speaker speaker_0: Bye.