

## **Transcript: Malcolm**

**Nash-5702864007905280-6590141101817856**

### **Full Transcript**

Thanks for calling Benefits in a Card. This is and how can I help you? Hey, how you doing? Um, I was calling to, uh, see about my vision insurance. Um... I, I needed to know if it was active or not. All right. What staffing company you work for? Uh, I work for Wagner Staffing. Can you give us the last four of your Social? 9130. First name? Tyrus. Last name? Nesbit. Okay. For security purposes, can you verify your address and date of birth for me? Yes. It's 5776 Jeffersonville Road, Dry Branch, Georgia 31020 and the birthdate is July 31st, 1994. Right. So they didn't have your birthd- your date of birth on file. Could you verify with your full Social? Yes. 252-91-9130. Thank you. And what was your da-date of birth? I need that updated in the system. Uh, July 31st, 1994. What was the year? Say again? What was the year? Uh, 1994. Thank you. So it's 07/31/94? Yes. Thank you. So, you got your phone number at 973-8891? Yes. And your email is tyrus.nesbit@Gmail.com? Yes. All right. So yeah, your coverage is active. Most likely... Have you not received your ID cards yet? They, I, I received, um, a card that has, um, like it says pharmacy, medical, vision and, and all that on it. But, um- Yes. I've tried, I've tried to access, um, I've tried to use my actual MetLife on my vision insurance and it, and it says it wasn't active. Let me see. Did you change... You didn't change anything recently? No, I didn't. No, I- Okay. So your coverage is active. It's definitely active. Um, it might have been because the date of, date of birth was wrong. Oh. Okay. It's gonna... So do you mind if I put you on a brief hold? Yeah, sure. Thank you. How are you doing, Mr. Nesbit? I'm all right. All right. So I got that date of birth updated in the system. Please be advised it does take 24 to 48 hours for the update with the carriers. Okay. And what I'm going to do, I'm gonna get, I'm gonna get new ID cards sent out to you with the updated information. Okay. I appreciate that. No problem. So the updated cards will take one to two weeks to come physically. And then, in a couple of days, if you give us a call back, I can get them sent to you digitally because they should be updating in the system by then. Okay. All right. I appreciate it. No problem, Mr. Nesbit. Was there anything else I could help you with today? Uh, no. That was it. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. Yeah, same to you. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in a Card. This is and how can I help you?

Speaker speaker\_1: Hey, how you doing? Um, I was calling to, uh, see about my vision insurance. Um... I, I needed to know if it was active or not.

Speaker speaker\_0: All right. What staffing company you work for?

Speaker speaker\_1: Uh, I work for Wagner Staffing.

Speaker speaker\_0: Can you give us the last four of your Social?

Speaker speaker\_1: 9130.

Speaker speaker\_0: First name?

Speaker speaker\_1: Tyrus.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Nesbit.

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

Speaker speaker\_1: Yes. It's 5776 Jeffersonville Road, Dry Branch, Georgia 31020 and the birthdate is July 31st, 1994.

Speaker speaker\_0: Right. So they didn't have your birthd- your date of birth on file. Could you verify with your full Social?

Speaker speaker\_1: Yes. 252-91-9130.

Speaker speaker\_0: Thank you. And what was your da-date of birth? I need that updated in the system.

Speaker speaker\_1: Uh, July 31st, 1994.

Speaker speaker\_0: What was the year?

Speaker speaker\_1: Say again?

Speaker speaker\_0: What was the year?

Speaker speaker\_1: Uh, 1994.

Speaker speaker\_0: Thank you. So it's 07/31/94?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you. So, you got your phone number at 973-8891?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And your email is tyrus.nesbit@Gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. So yeah, your coverage is active. Most likely... Have you not received your ID cards yet?

Speaker speaker\_1: They, I, I received, um, a card that has, um, like it says pharmacy, medical, vision and, and all that on it. But, um-

Speaker speaker\_0: Yes.

Speaker speaker\_1: I've tried, I've tried to access, um, I've tried to use my actual MetLife on my vision insurance and it, and it says it wasn't active.

Speaker speaker\_0: Let me see. Did you change... You didn't change anything recently?

Speaker speaker\_1: No, I didn't. No, I-

Speaker speaker\_0: Okay. So your coverage is active. It's definitely active. Um, it might have been because the date of, date of birth was wrong.

Speaker speaker\_1: Oh. Okay.

Speaker speaker\_0: It's gonna... So do you mind if I put you on a brief hold?

Speaker speaker\_1: Yeah, sure.

Speaker speaker\_0: Thank you. How are you doing, Mr. Nesbit?

Speaker speaker\_1: I'm all right.

Speaker speaker\_0: All right. So I got that date of birth updated in the system. Please be advised it does take 24 to 48 hours for the update with the carriers.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And what I'm going to do, I'm gonna get, I'm gonna get new ID cards sent out to you with the updated information.

Speaker speaker\_1: Okay. I appreciate that.

Speaker speaker\_0: No problem. So the updated cards will take one to two weeks to come physically. And then, in a couple of days, if you give us a call back, I can get them sent to you digitally because they should be updating in the system by then.

Speaker speaker\_1: Okay. All right. I appreciate it.

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

Speaker speaker\_1: Uh, no. That was it.

Speaker speaker\_0: If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker\_1: Yeah, same to you.

Speaker speaker\_0: Thank you.