

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Ma- Mike. Can I help you? Yes, my name is Jerry Young. I work through Surge Stat and I'm trying to find out why I haven't got a medical card for the insurance or do you even give one out? What's the last four of your social? Uh, 2842. Okay. 2842. I've got one for... Yes, sir. I've got one for- Who is this? ... Daniel J-Jerry. Last name? Young. For security purposes, can you verify your address and date of birth for me? Uh, 10/3/1966 is the date of birth. Uh, I don't know if I gave them my, uh, home address or my post office box. But the home address is, uh, 120 North Central Avenue, Utica, Ohio 43080. If that's not it, then I gave them my post office box. Okay. North Central Ave- I didn't get the rest of your address. Oh, I'm sorry. Uh, Utica, Ohio and it's 43080. Right. Let's see, we got your phone number at 614-204-1728. Mm-hmm. But my, uh... I don't get my mail. Okay. Go ahead. I don't get my e-m or don't get mail at the house, so we have to use a post office box. So you only use that... So in order to get... so you don't want to use the address as a mailing address, you want to use your PO box? Yeah. We, we don't get mail at the house 'cause we live so close to the post office. So what's your PO box there? It's, uh, 268 and everything else is the same, the, uh, city and, uh, area code and all, ZIP code. All right. So with the medical card, you gotta call in a request a physical one be sent. Otherwise, it's only sent via email. So what I can do, I can get the... I can get a card sent via email again, and then I can put in a request for it to be sent physically, which will take one to two weeks. Okay. Uh, well- So it's derry.young.166@yahoo.com, a good email? Yes, sir. When you email that, is it going to be, uh, what your address going to be or whatever, so I can be- It'd be info@benefitsinacard.com. Okay. Benefits in a card. Hey, do you mind if I put you on a brief hold while I get that for you? Yes, sir. Okay. Hey, are you there, Mr. Young? Yes, sir. Okay. I just sent that to you as email. Okay. Thank you very much. And you said you want, you want me to request a physical one as well? If you could, yes. All right. And that will take one to two weeks to get to you physically. Okay. That's fine. Mm-hmm. That should do it then. All right. If there's nothing else, Mr. Young, thanks for calling Benefits in a Card. Hope you have a great rest of your week. You too. Thank you. Okay.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Ma- Mike. Can I help you?

Speaker speaker_1: Yes, my name is Jerry Young. I work through Surge Stat and I'm trying to find out why I haven't got a medical card for the insurance or do you even give one out?

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

Speaker speaker_1: Uh, 2842.

Speaker speaker_0: Okay. 2842.

Speaker speaker_1: I've got one for... Yes, sir. I've got one for-

Speaker speaker_0: Who is this?

Speaker speaker_1: ... Daniel J-Jerry.

Speaker speaker_0: Last name?

Speaker speaker_1: Young.

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

Speaker speaker_1: Uh, 10/3/1966 is the date of birth. Uh, I don't know if I gave them my, uh, home address or my post office box. But the home address is, uh, 120 North Central Avenue, Utica, Ohio 43080. If that's not it, then I gave them my post office box.

Speaker speaker_0: Okay. North Central Ave- I didn't get the rest of your address.

Speaker speaker_1: Oh, I'm sorry. Uh, Utica, Ohio and it's 43080.

Speaker speaker_0: Right. Let's see, we got your phone number at 614-204-1728.

Speaker speaker_1: Mm-hmm. But my, uh... I don't get my mail.

Speaker speaker_0: Okay. Go ahead.

Speaker speaker_1: I don't get my e-m or don't get mail at the house, so we have to use a post office box.

Speaker speaker_0: So you only use that... So in order to get... so you don't want to use the address as a mailing address, you want to use your PO box?

Speaker speaker_1: Yeah. We, we don't get mail at the house 'cause we live so close to the post office.

Speaker speaker_0: So what's your PO box there?

Speaker speaker_1: It's, uh, 268 and everything else is the same, the, uh, city and, uh, area code and all, ZIP code.

Speaker speaker_0: All right. So with the medical card, you gotta call in a request a physical one be sent. Otherwise, it's only sent via email. So what I can do, I can get the... I can get a card sent via email again, and then I can put in a request for it to be sent physically, which will take one to two weeks.

Speaker speaker_1: Okay. Uh, well-

Speaker speaker_0: So it's derry.young.166@yahoo.com, a good email?

Speaker speaker_1: Yes, sir. When you email that, is it going to be, uh, what your address going to be or whatever, so I can be-

Speaker speaker_0: It'd be info@benefitsinacard.com.

Speaker speaker_1: Okay. Benefits in a card.

Speaker speaker_0: Hey, do you mind if I put you on a brief hold while I get that for you?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Hey, are you there, Mr. Young?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. I just sent that to you as email.

Speaker speaker_1: Okay. Thank you very much.

Speaker speaker_0: And you said you want, you want me to request a physical one as well?

Speaker speaker_1: If you could, yes.

Speaker speaker_0: All right. And that will take one to two weeks to get to you physically.

Speaker speaker_1: Okay. That's fine. Mm-hmm. That should do it then.

Speaker speaker_0: All right. If there's nothing else, Mr. Young, thanks for calling Benefits in a Card. Hope you have a great rest of your week.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Okay.