

Transcript: Malcolm

Nash-5708880130916352-6349203148423168

Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? I was talking to someone, and we were... Um, she was actually in the process of emailing me my card, but then our phone accidentally disconnected. All right. So, did you see if you received the email yet? No. She basically had to start over. I think her computer messed up in the middle of her doing it, so she, she said she was gonna have to restart it. Oh, wait. I think she just sent it. It is... Hold on. Hold on. Let me see. I just got a notification. It says, "ID, ID card." It should be from the info@benefitsinacard.com. Yes. Yes. All right. Multiplan- So I have to go to multiplan.com to get your card? No. That's where, that's the website you go to, to find your provider. You should have- Okay. Um- ... should be PDF attachments of your ID card. Okay, hold on. Let me see. Okay, at the bottom. I see it. Okay. Yeah. I can see it. Great. Well, is there anything else I can help you with today, ma'am? No, that was all. Thank you. No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. You too. Thank you.

Conversation Format

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

Speaker speaker_1: I was talking to someone, and we were... Um, she was actually in the process of emailing me my card, but then our phone accidentally disconnected.

Speaker speaker_0: All right. So, did you see if you received the email yet?

Speaker speaker_1: No. She basically had to start over. I think her computer messed up in the middle of her doing it, so she, she said she was gonna have to restart it. Oh, wait. I think she just sent it. It is... Hold on. Hold on. Let me see. I just got a notification. It says, "ID, ID card."

Speaker speaker_0: It should be from the info@benefitsinacard.com.

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: All right.

Speaker speaker_1: Multiplan- So I have to go to multiplan.com to get your card?

Speaker speaker_0: No. That's where, that's the website you go to, to find your provider. You should have-

Speaker speaker_1: Okay. Um-

Speaker speaker_0: ... should be PDF attachments of your ID card.

Speaker speaker_1: Okay, hold on. Let me see. Okay, at the bottom. I see it. Okay. Yeah. I can see it.

Speaker speaker_0: Great. Well, is there anything else I can help you with today, ma'am?

Speaker speaker_1: No, that was all. Thank you.

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

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.