

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hello. Um, I just had a quick question. Um, I recently signed up to, uh, a few different benefits from Benefits in a Card, um, and then I have an appointment later this month and I just was wondering how, um, can I show proof of coverage since, um, I haven't been sent, like, a card or an ID or anything like that? Is your coverage active, ma'am? Have you seen your... Have you received your first deduction? Uh, yes. What staffing company do you work for? Uh, Creative Circle. What's the last four of your Social? 6483. Say that again? 6483. First name? Marcela. M-A-R-C-E-L-A. For security purposes, can you verify your address and date of birth for me? For sure. Uh, date of birth is, uh, August 21st, 1996. And then address should be 1929 32nd Street in Thank you. So we got your phone number at 519-1502. Yes, that's correct. And your email is marcelavdesign@gmail.com? Yep. That's correct as well. Thank you. All right. So it looks like your coverage just became active as of today. So it'll take one to two weeks for your ID card to get to you in the mail. Oh, okay. So I am- Go ahead. Sorry. Um, it's just that I've had, uh, benefits for Creative Circle before, or for Creative Circle, but, um, I wasn't given an ID in the past. Like, I've been with them for over two years and I've never been given an ID. So, um... So I will get an ID this time, or... So if you needed a physical medical card, I'm assuming that's the one you're referring to, you have to call in and request it. Otherwise, it's only sent via email. Oh, okay. Um- So would you like me to put in a request for a physical one to be sent? Yeah, that would be great. I would appreciate that. Is there anything else I can help you with today, Ms. Marcela? If you need a digital copy of that, I recommend calling back around Thursday or Friday and seeing if it's available then. Yeah, for sure. Okay. Um, and then if you put in that request, I should get a physical one in, you said two or three weeks? One to two weeks. Yes, ma'am. Oh, wonderful. Okay. Okay. Sounds good. Thank you so much. Um, yep, that's all the questions. Anything else today? Nope, that's everything I had. Thanks. So is that 1929 32nd Street, is that an apartment or a home? That's a house. Yes. Okay. If there's nothing else, Ms. Marcela, thanks for calling Benefits in a Card. Hope you have a great rest of your week. Yep, you too. Thank you. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Hello. Um, I just had a quick question. Um, I recently signed up to, uh, a few different benefits from Benefits in a Card, um, and then I have an appointment later this

month and I just was wondering how, um, can I show proof of coverage since, um, I haven't been sent, like, a card or an ID or anything like that?

Speaker speaker_0: Is your coverage active, ma'am? Have you seen your... Have you received your first deduction?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Uh, Creative Circle.

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

Speaker speaker_1: 6483.

Speaker speaker_0: Say that again?

Speaker speaker_1: 6483.

Speaker speaker_0: First name?

Speaker speaker_1: Marcela. M-A-R-C-E-L-A.

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

Speaker speaker_1: For sure. Uh, date of birth is, uh, August 21st, 1996. And then address should be 1929 32nd Street in

Speaker speaker_2: Thank you. So we got your phone number at 519-1502.

Speaker speaker_1: Yes, that's correct.

Speaker speaker_2: And your email is marcelavdesign@gmail.com?

Speaker speaker_1: Yep. That's correct as well.

Speaker speaker_2: Thank you. All right. So it looks like your coverage just became active as of today. So it'll take one to two weeks for your ID card to get to you in the mail.

Speaker speaker_1: Oh, okay. So I am-

Speaker speaker_2: Go ahead.

Speaker speaker_1: Sorry. Um, it's just that I've had, uh, benefits for Creative Circle before, or for Creative Circle, but, um, I wasn't given an ID in the past. Like, I've been with them for over two years and I've never been given an ID. So, um... So I will get an ID this time, or...

Speaker speaker_2: So if you needed a physical medical card, I'm assuming that's the one you're referring to, you have to call in and request it. Otherwise, it's only sent via email.

Speaker speaker_1: Oh, okay. Um-

Speaker speaker_2: So would you like me to put in a request for a physical one to be sent?

Speaker speaker_1: Yeah, that would be great. I would appreciate that.

Speaker speaker_2: Is there anything else I can help you with today, Ms. Marcela? If you need a digital copy of that, I recommend calling back around Thursday or Friday and seeing if it's available then.

Speaker speaker_1: Yeah, for sure. Okay. Um, and then if you put in that request, I should get a physical one in, you said two or three weeks?

Speaker speaker_2: One to two weeks. Yes, ma'am.

Speaker speaker_1: Oh, wonderful. Okay. Okay. Sounds good. Thank you so much. Um, yep, that's all the questions.

Speaker speaker_2: Anything else today?

Speaker speaker_1: Nope, that's everything I had. Thanks.

Speaker speaker_2: So is that 1929 32nd Street, is that an apartment or a home?

Speaker speaker_1: That's a house. Yes.

Speaker speaker_2: Okay. If there's nothing else, Ms. Marcela, thanks for calling Benefits in a Card. Hope you have a great rest of your week.

Speaker speaker_1: Yep, you too. Thank you.

Speaker speaker_2: Thank you. Bye.