

## **Transcript: Malcolm**

**Nash-5868751466315776-6375985090707456**

### **Full Transcript**

You're calling Benefits with a Card. This is Melissa, how can I help you? Okay. Hi, I'm just calling to see if my coverage is active yet. Your coverage is active? Yeah, I'm trying to see if it's active yet because I've been applied. What type of company do you work for? Part-Partners Personnel. Last four of your Social? 2553. First name? Octavia. Last name? Jackson. Okay, for security purposes, can you verify your address and date of birth for me? 1698 Ridgewood Drive, October 12th, 2001. That's- Can you see if you can see zip code as well? 30001 too. And then the city and state? Card is going out. Oh my God. It looks so good. Hey, excuse me. Can I get a phone number? 470-814-4986. Yes. Let me get email is octaviajackson848@gmail.com? Yes. Thank you. Right, so it looks like your coverage became active on the 3rd of March. Okay, so how do I, um... I didn't receive my card yet. So when I call them, then will they say that I'm covered already? Is it already in the system? So it takes 20 weeks for your card to get to you. Otherwise, um, I can send them st- get them sent, uh, digitally, while you're waiting on the physical ones. Yes, please. I need to make me a dental appointment, like, ASAP. All right. You mind if I'm just getting a brief while I get those for you? No, that's fine. Thank you. Yeah. Yeah, yeah, yeah, yeah. Yeah, yeah, yeah, yeah. Love, love, mm-mm. Are you there, Ms. Jackson? Yes, I'm here. For some reason, it's not allowing me to get your cards. So for the time being, I can give you the policy numbers, but I'm going to have to email the back office to see- Oh. ... why I'm not able to issue you ID cards. Oh! Okay, let me, uh, get some paper right quick. Mm-hmm. Hey, Jason. Mm-hmm. You got a pen or something? 3, 2... Okay, I'm ready. All right. So for your medical, the policy number is 260- You said 260? Yes, ma-... 5... yes, ma-... 2605865. And that's for the medical. Okay. For the dental, whenever you're ready, I can give you that number then. Okay. I'm ready. It's 2605867. Okay. Thank you. No problem. As soon as I'm able to get those ID cards, I will get them sent to your email as well. Okay. Thank you so much. No problem, Ms. Jackson. Was there anything else I could help you with today? That'll be all. All right. If there's nothing else, thanks for calling Benefits with a Card. I hope you have a great rest of your week. The same to you. Thank you.

### **Conversation Format**

Speaker speaker\_0: You're calling Benefits with a Card. This is Melissa, how can I help you?

Speaker speaker\_1: Okay. Hi, I'm just calling to see if my coverage is active yet.

Speaker speaker\_0: Your coverage is active?

Speaker speaker\_1: Yeah, I'm trying to see if it's active yet because I've been applied.

Speaker speaker\_0: What type of company do you work for?

Speaker speaker\_1: Part- Partners Personnel.

Speaker speaker\_0: Last four of your Social?

Speaker speaker\_1: 2553.

Speaker speaker\_0: First name?

Speaker speaker\_1: Octavia.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Jackson.

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

Speaker speaker\_1: 1698 Ridgewood Drive, October 12th, 2001. That's-

Speaker speaker\_0: Can you see if you can see zip code as well?

Speaker speaker\_1: 30001 too.

Speaker speaker\_0: And then the city and state?

Speaker speaker\_1: Card is going out.

Speaker speaker\_2: Oh my God. It looks so good.

Speaker speaker\_0: Hey, excuse me. Can I get a phone number? 470-814-4986.

Speaker speaker\_2: Yes.

Speaker speaker\_0: Let me get email is octaviajackson848@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you. Right, so it looks like your coverage became active on the 3rd of March.

Speaker speaker\_1: Okay, so how do I, um... I didn't receive my card yet. So when I call them, then will they say that I'm covered already? Is it already in the system?

Speaker speaker\_0: So it takes 20 weeks for your card to get to you. Otherwise, um, I can send them st- get them sent, uh, digitally, while you're waiting on the physical ones.

Speaker speaker\_1: Yes, please. I need to make me a dental appointment, like, ASAP.

Speaker speaker\_0: All right. You mind if I'm just getting a brief while I get those for you?

Speaker speaker\_1: No, that's fine. Thank you. Yeah. Yeah, yeah, yeah, yeah. Yeah, yeah, yeah, yeah. Love, love, mm-mm.

Speaker speaker\_0: Are you there, Ms. Jackson?

Speaker speaker\_1: Yes, I'm here.

Speaker speaker\_0: For some reason, it's not allowing me to get your cards. So for the time being, I can give you the policy numbers, but I'm going to have to email the back office to see-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... why I'm not able to issue you ID cards.

Speaker speaker\_1: Oh! Okay, let me, uh, get some paper right quick.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Hey, Jason.

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_1: You got a pen or something?

Speaker speaker\_0: 3, 2...

Speaker speaker\_1: Okay, I'm ready.

Speaker speaker\_0: All right. So for your medical, the policy number is 260-

Speaker speaker\_1: You said 260?

Speaker speaker\_0: Yes, ma-... 5... yes, ma-... 2605865. And that's for the medical.

Speaker speaker\_1: Okay.

Speaker speaker\_0: For the dental, whenever you're ready, I can give you that number then.

Speaker speaker\_1: Okay. I'm ready.

Speaker speaker\_0: It's 2605867.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: No problem. As soon as I'm able to get those ID cards, I will get them sent to your email as well.

Speaker speaker\_1: Okay. Thank you so much.

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

Speaker speaker\_1: That'll be all.

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

Speaker speaker\_1: The same to you.

Speaker speaker\_0: Thank you.