

Transcript: Malcolm

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Full Transcript

What is that? Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Uh, yes, I started a new job and I got benefits, and I was calling to... uh, I was... I got a text message saying I needed to call this number to get my card, I guess. Which staffing company do you work for? Uh, HG. Go ahead, your Social. Uh, 9637. First name? Randall. Last name? Murphy. So just to confirm here, verify your address and date of birth for me. Uh, date of birth is 5/30/1988. Address is 172 Hollar Road, uh, Apartment 5, Herrman, Tennessee 37748. You- I'm sorry. We got your... So we got your phone number 270-227-9318. Yep, that's... Yep. And your email is rhea_moo_0scott01988@gmail.com? Yes. So it doesn't look like a deduction has been taken yet. Uh, it just came out of this paycheck, \$16.82 or \$16.87. So if that's the case, then your coverage will become active as of next week. Once you see that first deduction, your coverage will come active the following Monday. Okay. So, will I get a card in the mail? Um, so with the medical card, with the medical plan that you have, you have to call and request it once the coverage becomes active and then we'll be able to get one sent to you. Okay, so call you back next Monday? Yes, sir. Once you've seen that and your coverage is active, you give us a call back that following Monday and we can get one shipped for you. Okay. All right, thank you. No problem. Was there anything else I can help you with today, Mr. Randall? Uh, no, that's... That's it. Thanks for calling Benefits in the Card. Hope you have a great rest of your week. You too. Thank you.

Conversation Format

Speaker speaker_0: What is that?

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_0: Uh, yes, I started a new job and I got benefits, and I was calling to... uh, I was... I got a text message saying I needed to call this number to get my card, I guess.

Speaker speaker_1: Which staffing company do you work for?

Speaker speaker_0: Uh, HG.

Speaker speaker_1: Go ahead, your Social.

Speaker speaker_0: Uh, 9637.

Speaker speaker_1: First name?

Speaker speaker_0: Randall.

Speaker speaker_1: Last name?

Speaker speaker_0: Murphy.

Speaker speaker_1: So just to confirm here, verify your address and date of birth for me.

Speaker speaker_0: Uh, date of birth is 5/30/1988. Address is 172 Hollar Road, uh, Apartment 5, Herrman, Tennessee 37748.

Speaker speaker_1: You-

Speaker speaker_0: I'm sorry.

Speaker speaker_1: We got your... So we got your phone number 270-227-9318.

Speaker speaker_0: Yep, that's... Yep.

Speaker speaker_1: And your email is rhea_moo_0scott01988@gmail.com?

Speaker speaker_0: Yes.

Speaker speaker_1: So it doesn't look like a deduction has been taken yet.

Speaker speaker_0: Uh, it just came out of this paycheck, \$16.82 or \$16.87.

Speaker speaker_1: So if that's the case, then your coverage will become active as of next week. Once you see that first deduction, your coverage will come active the following Monday.

Speaker speaker_0: Okay. So, will I get a card in the mail?

Speaker speaker_1: Um, so with the medical card, with the medical plan that you have, you have to call and request it once the coverage becomes active and then we'll be able to get one sent to you.

Speaker speaker_0: Okay, so call you back next Monday?

Speaker speaker_1: Yes, sir. Once you've seen that and your coverage is active, you give us a call back that following Monday and we can get one shipped for you.

Speaker speaker_0: Okay. All right, thank you.

Speaker speaker_1: No problem. Was there anything else I can help you with today, Mr. Randall?

Speaker speaker_0: Uh, no, that's... That's it.

Speaker speaker_1: Thanks for calling Benefits in the Card. Hope you have a great rest of your week.

Speaker speaker_0: You too.

Speaker speaker_1: Thank you.