

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hello, Malcolm. This is Gonzalo. How are you today? I'm doing good. How about you? I'm okay. I'm okay. Hey, I work for Oxford. I request the, uh, the membership to be, and they were telling me that it was gonna be, you know, some time until I, I get the coverage. But I'm seeing that this last Friday, um, I already have the, the withholding of \$30, uh, around \$30. So I'm wondering if I am already under coverage. All right. What's the last four of your social? 2961. First name? Gonzalo. Last name, Villa. All right. For security purposes, can you verify your address and date of birth for me? Uh, 48 Woodwin Court, Wentzville, Missouri, 63385. Um, and November 7, 1979 is my birthday, my date of birth. Thank you. So yeah, it looks like your coverage became active as of today. Oh, okay. So, uh, how do I print the, the, you know, the credentials? So your ID card will be sent one to two weeks from today. Okay. If, if I want to use it this week, how do I do it? You can, you can use it, but you wouldn't have any card information. Typically, it's not available until around Thursday or Friday. Huh. So I under coverage, but I, I cannot use it? You can use it, sir. You just wouldn't have your ID card information because it takes time to generate it. But that's why I'm saying, what, what information do I give to the... You give them a policy number. You would give them policy numbers. Oh, okay, okay. What will be my policy number? So you... I wouldn't be able to give you one today because your coverage just became active as of today. I would have to email our back office and they get that information for you. Could you do that, please? Of course. Was there anything else I can help you with today, Mr. Gonzalo? No, that's it. Thank you very much. You mind if I put you on a brief hold? Yes, sir. Thank you. Hey, how you doing, Mr. Gonzalo? Yes, here I am. So yeah, I just put in a request for that information to be sent to you. Please be advised, so we are closed, uh, tomorrow and Wednesday for the New Year's. Okay. Okay. But we recommend calling back Thursday or Friday to see if we can get those sent to you. Perfect, perfect. Thank you very much. No problem, Mr. Gonzalo. Was there anything else I can help you with today? No, that's it. Have a great day, and Happy New Year. You as well. Thank you. Bye. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

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

Speaker speaker_2: Hello, Malcolm. This is Gonzalo. How are you today?

Speaker speaker_1: I'm doing good. How about you?

Speaker speaker_2: I'm okay. I'm okay. Hey, I work for Oxford. I request the, uh, the membership to be, and they were telling me that it was gonna be, you know, some time until I, I get the coverage. But I'm seeing that this last Friday, um, I already have the, the withholding of \$30, uh, around \$30. So I'm wondering if I am already under coverage.

Speaker speaker_1: All right. What's the last four of your social?

Speaker speaker_2: 2961.

Speaker speaker_1: First name?

Speaker speaker_2: Gonzalo. Last name, Villa.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Uh, 48 Woodwin Court, Wentzville, Missouri, 63385. Um, and November 7, 1979 is my birthday, my date of birth.

Speaker speaker_1: Thank you. So yeah, it looks like your coverage became active as of today.

Speaker speaker_2: Oh, okay. So, uh, how do I print the, the, you know, the credentials?

Speaker speaker_1: So your ID card will be sent one to two weeks from today.

Speaker speaker_2: Okay. If, if I want to use it this week, how do I do it?

Speaker speaker_1: You can, you can use it, but you wouldn't have any card information. Typically, it's not available until around Thursday or Friday.

Speaker speaker_2: Huh. So I under coverage, but I, I cannot use it?

Speaker speaker_1: You can use it, sir. You just wouldn't have your ID card information because it takes time to generate it.

Speaker speaker_2: But that's why I'm saying , what, what information do I give to the...

Speaker speaker_1: You give them a policy number. You would give them policy numbers.

Speaker speaker_2: Oh, okay, okay. What will be my policy number?

Speaker speaker_1: So you... I wouldn't be able to give you one today because your coverage just became active as of today. I would have to email our back office and they get that information for you.

Speaker speaker_2: Could you do that, please?

Speaker speaker_1: Of course. Was there anything else I can help you with today, Mr. Gonzalo?

Speaker speaker_2: No, that's it. Thank you very much.

Speaker speaker_1: You mind if I put you on a brief hold?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you. Hey, how you doing, Mr. Gonzalo?

Speaker speaker_2: Yes, here I am.

Speaker speaker_1: So yeah, I just put in a request for that information to be sent to you. Please be advised, so we are closed, uh, tomorrow and Wednesday for the New Year's.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: But we recommend calling back Thursday or Friday to see if we can get those sent to you.

Speaker speaker_2: Perfect, perfect. Thank you very much.

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

Speaker speaker_2: No, that's it. Have a great day, and Happy New Year.

Speaker speaker_1: You as well. Thank you.

Speaker speaker_2: Bye.

Speaker speaker_1: Thank you.