

Transcript: Malcolm

Nash-6115759514763264-4664279981146112

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits in the card. This is Malcolm. How can I help you? Hello. This is Aryn Furby. I'm just calling to see about my benefits. Mm. What do you want... get enrolled, or you want to see what type of plans we have? Um, enroll. I should have... I should be enrolled already, but I just wanna make sure. Um, just to enroll. And what staffing... what staffing company do you work for? Um, MAU for Bosch in Summerville. What's the last four of your social? Sir? What's the last four of your social? Give me one second. Hmm. De... 7294. First name? Aryn. A-A-R-Y-N. Last name? Furby. F-U-R-B-Y. For security purposes, can you verify your address and date of birth for me? Ze-- Uh, 09/17/01. Um, address would be 9207 Panes Bay Lane, Summerville, 29486. And date of birth? Sir? Your date of birth. 09/17/01. September 17th. Se- Sept- September 17th, 2001. Thank you. So we got- Y- ... a different phone number at 704-7519? Yes, that's my address... m- my number, yes. And your email is shawnyfurby@icloud.com? Yes. Q. All right, so it looks like you have the NEC stand-alone plan, the den- through the life insurance and the vision. You said I have a what insurance plan? You have the NEC stand-alone plan, the dental plan, the life insurance, and the vision. Yes. All right. And what is j- What can I help you with? Um, I just... Okay, so because of my benefits, do I get a card by any chance? Or do I just go to a pre- off- the doctors or anything like that and, like, give them my social, date of birth, name, and then- You haven't received your card yet? Yeah. No. I have not received my cards at all. Okay. I think it was sent to you digitally. We... You didn't receive any cards? Yeah. No, I have not. I've been waiting for them, but they just never came in. Okay. So what I'm gonna do, let me get those sent to you. You mind if I put you on a brief hold while I get them for you? Yes. Thank you. How you doing, Ms. Furby? Yes. I'm still here. Would you want your ID card sent physically as well? Yes, please. Or do you just want this? Okay. Um- Is your... that 9207 Panes Bay Lane, is that an apartment or a home? That's an apartment. All right. So you probably didn't receive- I'm gonna make sure. ... because there's no apartment number. You know what apartment number it is? Yeah. It's... Give me one second. Mm-hmm. So my address is 9207 Panes Bay Lane, Summerville, South Carolina 29486. So my apartment number is 9207. You said 9207? Yes. So it's 9207 Haynes Bay Lane, Summerville, South Carolina 29486. Do you mind if I put you on a brief hold again? Yes. Yeah. Are you there, Ms. Furby? Yes, hello? So shawniefurby@icloud.com is the email to send the cars to. Okay. So you're gonna send it to me through email and mail it to me as well, correct? Yes, ma'am. The mail will take, uh, one to two weeks. Okay. That's fine. I was asking, is shawneyfurby@icloud.com a good email for you too? Yes, it is. All right. Let me put you on brief hold one more time. Okay. Thank you. Are you there, Ms. Furby? Yes, I am. All right. So I'll ship... I just sent those i- uh, ID cards to your email. Okay. And just to make sure it's the right email, it's Shawney, S-H-A-W-N-E-Y, Furby, F-U-R-B-Y, @icloud.com, correct? Yes,

ma'am. Okay. All righty. Thank you so much. No problem, Ms. Furby. You can expect your physical cards in one to two weeks. Okay. All righty. Thank you so much. No problem, Ms. Furby. Was there anything else I could help you with today? Um, I just have one question. So once I get the email and once I get my cards, am I just able to use it or do I have to- Yes, ma'am. ... activate them? No, ma'am. Your card is already activated. Okay. All righty. Thank you so much. No problem. Thanks for calling Benefits on the Card. I hope you have a great rest of your day. You too. Thank you. Thank you.

Conversation Format

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

Speaker speaker_1: ... benefits in the card. This is Malcolm. How can I help you?

Speaker speaker_2: Hello. This is Aryn Furby. I'm just calling to see about my benefits.

Speaker speaker_1: Mm. What do you want... get enrolled, or you want to see what type of plans we have?

Speaker speaker_2: Um, enroll. I should have... I should be enrolled already, but I just wanna make sure. Um, just to enroll.

Speaker speaker_1: And what staffing... what staffing company do you work for?

Speaker speaker_2: Um, MAU for Bosch in Summerville.

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

Speaker speaker_2: Sir?

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

Speaker speaker_2: Give me one second. Hmm. De... 7294.

Speaker speaker_1: First name?

Speaker speaker_2: Aryn. A-A-R-Y-N.

Speaker speaker_1: Last name?

Speaker speaker_2: Furby. F-U-R-B-Y.

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

Speaker speaker_2: Ze-- Uh, 09/17/01. Um, address would be 9207 Panes Bay Lane, Summerville, 29486.

Speaker speaker_1: And date of birth?

Speaker speaker_2: Sir?

Speaker speaker_1: Your date of birth.

Speaker speaker_2: 09/17/01. September 17th. Se- Sept- September 17th, 2001.

Speaker speaker_1: Thank you. So we got-

Speaker speaker_2: Y-

Speaker speaker_1: ... a different phone number at 704-7519?

Speaker speaker_2: Yes, that's my address... m- my number, yes.

Speaker speaker_1: And your email is shawnyfurby@icloud.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Q. All right, so it looks like you have the NEC stand-alone plan, the den- through the life insurance and the vision.

Speaker speaker_2: You said I have a what insurance plan?

Speaker speaker_1: You have the NEC stand-alone plan, the dental plan, the life insurance, and the vision.

Speaker speaker_2: Yes.

Speaker speaker_1: All right. And what is j- What can I help you with?

Speaker speaker_2: Um, I just... Okay, so because of my benefits, do I get a card by any chance? Or do I just go to a pre- off- the doctors or anything like that and, like, give them my social, date of birth, name, and then-

Speaker speaker_1: You haven't received your card yet?

Speaker speaker_2: Yeah. No. I have not received my cards at all.

Speaker speaker_1: Okay. I think it was sent to you digitally. We... You didn't receive any cards?

Speaker speaker_2: Yeah. No, I have not. I've been waiting for them, but they just never came in.

Speaker speaker_1: Okay. So what I'm gonna do, let me get those sent to you. You mind if I put you on a brief hold while I get them for you?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. How you doing, Ms. Furby?

Speaker speaker_2: Yes. I'm still here.

Speaker speaker_1: Would you want your ID card sent physically as well?

Speaker speaker_2: Yes, please.

Speaker speaker_1: Or do you just want this? Okay.

Speaker speaker_2: Um-

Speaker speaker_1: Is your... that 9207 Panes Bay Lane, is that an apartment or a home?

Speaker speaker_2: That's an apartment.

Speaker speaker_1: All right. So you probably didn't receive-

Speaker speaker_2: I'm gonna make sure.

Speaker speaker_1: ... because there's no apartment number. You know what apartment number it is?

Speaker speaker_2: Yeah. It's... Give me one second.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So my address is 9207 Panes Bay Lane, Summerville, South Carolina 29486. So my apartment number is 9207.

Speaker speaker_3: You said 9207?

Speaker speaker_2: Yes. So it's 9207 Haynes Bay Lane, Summerville, South Carolina 29486.

Speaker speaker_3: Do you mind if I put you on a brief hold again?

Speaker speaker_2: Yes.

Speaker speaker_3: Yeah.

Speaker speaker_4: Are you there, Ms. Furby?

Speaker speaker_2: Yes, hello?

Speaker speaker_4: So shawniefurby@icloud.com is the email to send the cars to.

Speaker speaker_2: Okay. So you're gonna send it to me through email and mail it to me as well, correct?

Speaker speaker_4: Yes, ma'am. The mail will take, uh, one to two weeks.

Speaker speaker_2: Okay. That's fine.

Speaker speaker_1: I was asking, is shawneyfurby@icloud.com a good email for you too?

Speaker speaker_2: Yes, it is.

Speaker speaker_1: All right. Let me put you on brief hold one more time.

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you. Are you there, Ms. Furby?

Speaker speaker_2: Yes, I am.

Speaker speaker_1: All right. So I'll ship... I just sent those i- uh, ID cards to your email.

Speaker speaker_2: Okay. And just to make sure it's the right email, it's Shawney, S-H-A-W-N-E-Y, Furby, F-U-R-B-Y, @icloud.com, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. All righty. Thank you so much.

Speaker speaker_1: No problem, Ms. Furby. You can expect your physical cards in one to two weeks.

Speaker speaker_2: Okay. All righty. Thank you so much.

Speaker speaker_1: No problem, Ms. Furby. Was there anything else I could help you with today?

Speaker speaker_2: Um, I just have one question. So once I get the email and once I get my cards, am I just able to use it or do I have to-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: ... activate them?

Speaker speaker_1: No, ma'am. Your card is already activated.

Speaker speaker_2: Okay. All righty. Thank you so much.

Speaker speaker_1: No problem. Thanks for calling Benefits on the Card. I hope you have a great rest of your day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Thank you.