

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, Malcolm. How are you today? I'm doing good. How about you? I'm okay. Hey, listen, I've got a couple issues here. Okay, so I work for ISS and I signed up for the benefits that you guys have. And I got an email, Benefits in a Card, but I can't get the email, uh, pulled up so I can show my pharmacy my insurance. Which staff account do you work with? Um, HydroGear with ISS. Innovative-Innovative Staff Service. ... Staff Service. All right. What's the- Yeah. ... last four of your Social? 2509. First name? Dustin. Last name? Mossor. Right. For security purposes, can you verify your address and date of birth for me? Excuse me. Um, uh, 101370, 224 South Beach Street, Arthur, Illinois, 61911. And your date of birth? 10/13/70. Yes. Do we got your phone number 552-6765? Yes, sir. And your email is DMossor136@gmail.com? Correct. Go ahead. Right, so what was your issue again? You said- Okay. I'm trying to show my, um, number to my pharmacy and I can't get the card. Do you guys have a virtual card I can show them? Can I show them the number? How do I... I can't pull it up. If you could send me something to my email, that would be wonderful. Yes, ma'am. So it looks like you called on the 5th to request your ID card be sent. Did you not? Just... so is that the card- I did. ... is that the link you're referring to? Yes. Okay. So you just need your ID card sent to you again? Yes, sir. Through my, uh- All right. Let me know if I can put you on a brief hold- Can, can I get it through my email? Yes, ma'am. The Dmossor136@gmail.com? Oh. Yes, sir. All right. Do you mind if I put you on a brief hold while I get that for you? Yes, sir. Thank you. No problem, thank you. Uh-huh. Are you there, Ms. Dustin? Yes. Great. So I just sent that to your email. Can you confirm that you received it? Um, let me see. It should be from the info@benefitsinacard.com. Yeah. All right. Then yes, you received it. Okay, hol... I think so. Hold on just a minute. Mm-hmm. Um, I'm trying to receive it. Where is it? Um... Oh. Hold on just a minute, sir. Sorry. You're fine. Um, I'm not getting it. So you haven't received it? Um, well, it's not showing it here. I had it on top of my phone it looks like, and then it's lost. I seen it so it should be there. So I'll check... I don't know what to do here. Um- Sometimes... I know, I know sometimes when I'm on the phone and I try to load stuff on my phone, it does stuff like that too. So it could be possibly you trying to do it while you on the phone with me. Yeah. That's what I'm thinking too. That's what I'm thinking. So- But I mean, I- and of course if there's any issue you can always call us back and I can get that recent open 8:00 PM- Okay. Sounds good. But, but I did see it, so... It was on top of my phone and I tried to open it and then now it's lost. So I'll, I'll try and- Mm-hmm. ... find it. If not, I'll give you a call back, hon. No problem, Ms. Dustin. Was there anything else I can help you with today? No, sir. Thank you very much. No problem. Thanks for calling Benefits- All right. Awesome. ... in a Card. I hope you have a great rest of your week. All right. You too, hon. Thank you. Thank you. Bye. Uh-huh. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Malcolm. How are you today?

Speaker speaker_0: I'm doing good. How about you?

Speaker speaker_1: I'm okay. Hey, listen, I've got a couple issues here. Okay, so I work for ISS and I signed up for the benefits that you guys have. And I got an email, Benefits in a Card, but I can't get the email, uh, pulled up so I can show my pharmacy my insurance.

Speaker speaker_0: Which staff account do you work with?

Speaker speaker_1: Um, HydroGear with ISS. Innovative-

Speaker speaker_0: Innovative Staff Service.

Speaker speaker_1: ... Staff Service.

Speaker speaker_0: All right. What's the-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... last four of your Social?

Speaker speaker_1: 2509.

Speaker speaker_0: First name?

Speaker speaker_1: Dustin.

Speaker speaker_0: Last name?

Speaker speaker_1: Mossor.

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

Speaker speaker_1: Excuse me. Um, uh, 101370, 224 South Beach Street, Arthur, Illinois, 61911.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 10/13/70.

Speaker speaker_0: Yes. Do we got your phone number 552-6765?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And your email is DMossor136@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Go ahead. Right, so what was your issue again? You said-

Speaker speaker_1: Okay. I'm trying to show my, um, number to my pharmacy and I can't get the card. Do you guys have a virtual card I can show them? Can I show them the number? How do I... I can't pull it up. If you could send me something to my email, that would be wonderful.

Speaker speaker_0: Yes, ma'am. So it looks like you called on the 5th to request your ID card be sent. Did you not? Just... so is that the card-

Speaker speaker_1: I did.

Speaker speaker_0: ... is that the link you're referring to?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So you just need your ID card sent to you again?

Speaker speaker_1: Yes, sir. Through my, uh-

Speaker speaker_0: All right. Let me know if I can put you on a brief hold-

Speaker speaker_1: Can, can I get it through my email?

Speaker speaker_0: Yes, ma'am. The Dmossor136@gmail.com?

Speaker speaker_1: Oh. Yes, sir.

Speaker speaker_0: All right. Do you mind if I put you on a brief hold while I get that for you?

Speaker speaker_1: Yes, sir. Thank you.

Speaker speaker_0: No problem, thank you.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: Are you there, Ms. Dustin?

Speaker speaker_1: Yes.

Speaker speaker_2: Great. So I just sent that to your email. Can you confirm that you received it?

Speaker speaker_1: Um, let me see.

Speaker speaker_2: It should be from the info@benefitsinacard.com.

Speaker speaker_1: Yeah.

Speaker speaker_2: All right. Then yes, you received it.

Speaker speaker_1: Okay, hol... I think so. Hold on just a minute.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, I'm trying to receive it. Where is it? Um... Oh. Hold on just a minute, sir. Sorry.

Speaker speaker_0: You're fine.

Speaker speaker_1: Um, I'm not getting it.

Speaker speaker_0: So you haven't received it?

Speaker speaker_1: Um, well, it's not showing it here. I had it on top of my phone it looks like, and then it's lost. I seen it so it should be there. So I'll check... I don't know what to do here. Um-

Speaker speaker_0: Sometimes... I know, I know sometimes when I'm on the phone and I try to load stuff on my phone, it does stuff like that too. So it could be possibly you trying to do it while you on the phone with me.

Speaker speaker_1: Yeah. That's what I'm thinking too. That's what I'm thinking. So-

Speaker speaker_0: But I mean, I- and of course if there's any issue you can always call us back and I can get that recent open 8:00 PM-

Speaker speaker_1: Okay. Sounds good. But, but I did see it, so... It was on top of my phone and I tried to open it and then now it's lost. So I'll, I'll try and-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... find it. If not, I'll give you a call back, hon.

Speaker speaker_0: No problem, Ms. Dustin. Was there anything else I can help you with today?

Speaker speaker_1: No, sir. Thank you very much.

Speaker speaker_0: No problem. Thanks for calling Benefits-

Speaker speaker_1: All right. Awesome.

Speaker speaker_0: ... in a Card. I hope you have a great rest of your week.

Speaker speaker_1: All right. You too, hon. Thank you.

Speaker speaker_0: Thank you. Bye.

Speaker speaker_1: Uh-huh. Bye-bye.