

## **Transcript: Malcolm**

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### **Full Transcript**

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hey, Malcolm. I think I talked to you the other day, man. Yes, you did. My name's, uh, Cody Malico. See, I signed up and I never, I never got a, a link with the information for the cards or nothing like that. And I was wondering when it starts pooling how long until I'm able to, like, go to the eye doctor or anything like that. What staffing company you work for? AccuForce. The last four of your social? 1141. First name? Cody. Let's see. Uh, yep. Excuse, for security purposes, can you verify your address and date of birth for me? 5/13/96, uh, 1400 Rock Rose Road, Bristol, Tennessee. Okay. So we got your phone number 423-383-4711? Yep, that's it. And the email is eliascody0@gmail.com? Yep. Thank you. All right. So what was your question again? I was wondering, I never got a link with, like, a digital copy of the insurance cards. I don't know how it works. So, like, how long do I have to wait until I can go to the eye doctor or anything like that? After it starts- Okay. ... pulling, because they started pooling today. So you got it... So you seen an induction today? Yeah. All right. So your coverage will become active, uh, next Monday. If you've seen a deduction from your paycheck, the way that it works, your coverage becomes active the following week. Now it takes 24 to 48 hours for your cards to be generated once your coverage becomes active on that Monday. Okay. Only thing that we'll be able to provide if you did call for those cards, like a policy number. Okay. If you needed to use your insurance before then, you would have to just use the... You would have to go get seen and then you have to use... You have to file a claim once you receive your information, your card information. Um, otherwise- Mm-hmm. ... you could, if you, if you're not in a rush, you can call back Thursday or Friday and then we could get them sent to you digitally on one of those days. Yeah, that's fine. I ain't in no hurry. I was just curious. Okay. So yeah, you know, if you've seen that reduction this week, your coverage should become active as of next week. If you need a digital copies, I would recommend calling back around Thursday or Friday to see if they're available. All right, cool man. Thank you. No problem, Mr. Cody. Was there anything else I can help you with today? No, that's it, man. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week, man. You too, man. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Hey, Malcolm. I think I talked to you the other day, man.

Speaker speaker\_0: Yes, you did.

Speaker speaker\_1: My name's, uh, Cody Malico. See, I signed up and I never, I never got a, a link with the information for the cards or nothing like that. And I was wondering when it starts pooling how long until I'm able to, like, go to the eye doctor or anything like that.

Speaker speaker\_0: What staffing company you work for?

Speaker speaker\_1: AccuForce.

Speaker speaker\_0: The last four of your social?

Speaker speaker\_1: 1141.

Speaker speaker\_0: First name?

Speaker speaker\_1: Cody.

Speaker speaker\_0: Let's see. Uh, yep. Excuse, for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 5/13/96, uh, 1400 Rock Rose Road, Bristol, Tennessee.

Speaker speaker\_0: Okay. So we got your phone number 423-383-4711?

Speaker speaker\_1: Yep, that's it.

Speaker speaker\_0: And the email is eliascody0@gmail.com?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Thank you. All right. So what was your question again?

Speaker speaker\_1: I was wondering, I never got a link with, like, a digital copy of the insurance cards. I don't know how it works. So, like, how long do I have to wait until I can go to the eye doctor or anything like that? After it starts-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... pulling, because they started pooling today.

Speaker speaker\_0: So you got it... So you seen an induction today?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right. So your coverage will become active, uh, next Monday. If you've seen a deduction from your paycheck, the way that it works, your coverage becomes active the following week. Now it takes 24 to 48 hours for your cards to be generated once your coverage becomes active on that Monday.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Only thing that we'll be able to provide if you did call for those cards, like a policy number.

Speaker speaker\_1: Okay.

Speaker speaker\_0: If you needed to use your insurance before then, you would have to just use the... You would have to go get seen and then you have to use... You have to file a claim once you receive your information, your card information. Um, otherwise-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... you could, if you, if you're not in a rush, you can call back Thursday or Friday and then we could get them sent to you digitally on one of those days.

Speaker speaker\_1: Yeah, that's fine. I ain't in no hurry. I was just curious.

Speaker speaker\_0: Okay. So yeah, you know, if you've seen that reduction this week, your coverage should become active as of next week. If you need a digital copies, I would recommend calling back around Thursday or Friday to see if they're available.

Speaker speaker\_1: All right, cool man. Thank you.

Speaker speaker\_0: No problem, Mr. Cody. Was there anything else I can help you with today?

Speaker speaker\_1: No, that's it, man.

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

Speaker speaker\_1: You too, man.

Speaker speaker\_0: Thank you.