

Transcript: Malcolm

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Full Transcript

... benefits in a card. This is Malcolm. How can I help you? Hey, Malcolm. This is Charles Lacey. I think you and I spoke yesterday. Um, I had made a payment to continue my benefits. Mm-hmm. And I never got a, never got a confirmation email, and my account's still locked. Really? All right. Yeah. What's that of a company you work for? Oxford. Let's see. For security purposes, can you verify your address and date of birth for me? Yeah, the address is 11201 Boudreaux Road, Apartment 314 in Tomball, Texas 77375. And the date of birth is July 23rd, 1965. Thank you. So yeah, your phone number is 320-493-7763? Yes. And the email is ca, calacey4@gmail.com? Uh, yes, that's right. You said you never received the receipt and your coverage is still the same, it's not active? Right. You mind if I put you on, on brief hold while I listen to it? Go right ahead. Thank you. Hey, Mr. Lacey. Hey, Mr. Lacey. Yes, sir? Let me get some more information from you. So you're saying, so you're saying that you're showing that your coverage is still not active? What are you, were you trying to log in and it said it's not active? Says my account's disabled. And what, what, what kind of... What were you trying to access? My Benefits in a Card account so I can make an appointment to have a prescription refilled. Is it for a FreeRx? No, it's Benefits in a Card. I see. You trying to schedule a virtual appointment? Yeah. I, I need to, I need to have an appointment so I can get a prescription refilled. Yeah. Mind if I put you on brief hold again? I'm looking into it right now. Sure thing. Okay. Hey, are you there, Mr. Lacey? Hey, are you there, Mr. Lacey? Yes, sir. You want to try... re-logging in for me? Yeah. Now it worked. All right. Okay. Well, was there anything else I can help you with today, Mr. Lacey? No, I appreciate the help. Thank you so much. No problem. Thanks for calling. Hope you have a great rest of your week. You too. Bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: ... benefits in a card. This is Malcolm. How can I help you?

Speaker speaker_1: Hey, Malcolm. This is Charles Lacey. I think you and I spoke yesterday. Um, I had made a payment to continue my benefits.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I never got a, never got a confirmation email, and my account's still locked.

Speaker speaker_0: Really? All right.

Speaker speaker_1: Yeah.

Speaker speaker_0: What's that of a company you work for?

Speaker speaker_1: Oxford.

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

Speaker speaker_1: Yeah, the address is 11201 Boudreaux Road, Apartment 314 in Tomball, Texas 77375. And the date of birth is July 23rd, 1965.

Speaker speaker_0: Thank you. So yeah, your phone number is 320-493-7763?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email is ca, calacey4@gmail.com?

Speaker speaker_1: Uh, yes, that's right.

Speaker speaker_0: You said you never received the receipt and your coverage is still the same, it's not active?

Speaker speaker_1: Right.

Speaker speaker_0: You mind if I put you on, on brief hold while I listen to it?

Speaker speaker_1: Go right ahead.

Speaker speaker_0: Thank you. Hey, Mr. Lacey.

Speaker speaker_1: Hey, Mr. Lacey. Yes, sir?

Speaker speaker_0: Let me get some more information from you. So you're saying, so you're saying that you're showing that your coverage is still not active? What are you, were you trying to log in and it said it's not active?

Speaker speaker_1: Says my account's disabled.

Speaker speaker_0: And what, what, what kind of... What were you trying to access?

Speaker speaker_1: My Benefits in a Card account so I can make an appointment to have a prescription refilled.

Speaker speaker_0: Is it for a FreeRx?

Speaker speaker_1: No, it's Benefits in a Card.

Speaker speaker_0: I see. You trying to schedule a virtual appointment?

Speaker speaker_1: Yeah. I, I need to, I need to have an appointment so I can get a prescription refilled. Yeah.

Speaker speaker_0: Mind if I put you on brief hold again? I'm looking into it right now.

Speaker speaker_1: Sure thing.

Speaker speaker_0: Okay. Hey, are you there, Mr. Lacey?

Speaker speaker_1: Hey, are you there, Mr. Lacey? Yes, sir.

Speaker speaker_0: You want to try... re-logging in for me?

Speaker speaker_1: Yeah. Now it worked.

Speaker speaker_0: All right.

Speaker speaker_1: Okay.

Speaker speaker_0: Well, was there anything else I can help you with today, Mr. Lacey?

Speaker speaker_1: No, I appreciate the help. Thank you so much.

Speaker speaker_0: No problem. Thanks for calling. Hope you have a great rest of your week.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Thank you. Bye.