

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. I'm benefits in a car. This is Mel. How can I help you? Yes, this is Donna Cunningham and I work for Work Source in Fayetteville, or Springdale I mean. Mm-hmm. And I signed up for the insurance and a bunch of stuff, and I've yet to receive cards. All right. What's the last four of your social? 7609. First name? Donna. Last name? Cunningham. For security purposes, can you verify your address and date of birth for me? It's P.O. Box 219, Elkins, Arkansas, 72727, 07/13/63. Thank you. So we got your phone number, 479-879-2988? Yes. And your email is dcunninghamws24@gmail.com? Yes. Thank you. So let's see. Looks like you're enrolled on 11/18. Did you recently add something? Do you- Not that I know of. Okay. So you need your medical card? Yeah. Uh, I think I signed up for medical, dental, um, not dental, vision and, uh, several things I signed up for. So we got concern disability, critical illness, life insurance, vision, and the medical. Yes. All right. So I'm going to get you your medical and your vision card. Do you want them- Yep. ... to be sent physically or did you just want a digital copy? Yeah. Yeah, just, uh, send it by mail. Did you want digital copies as well or you just wanted the physical ones? Just the physical ones. Okay. Good. I'm putting that request for you. It'll take one to two weeks for the physical card to get to you. Okay, and that's P.O. Box 219, right? Yes, ma'am. And when you say- Mm-hmm. ... digital, exactly what do you mean by that? Because I'm computer illiterate. Like, like your email, they're sending me an email. Yeah, you can, you can do that also. Do both. Okay. And are you, are you saying 209 or 219? P.O. Box 219. Okay. You say Elkins? Yes. Arkansas 72727. Thank you. All right. So I'm putting a request for that to be sent. It'll take one to two weeks for that to get to you, uh, physically. Okay. So do you mind, if I put you on a brief hold, I can get them sent to you digitally as well. Okay. Thank you. Hey, are you there, Ms. Cunningham? Yes. I just sent those ID cards to your email as well. Okay. Thank you so much. No problem. Was there anything else I can help you with today? That's it. Have a great day. You too, Ms. Donna. Thank you. Uh, bye-bye.

Conversation Format

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

Speaker speaker_1: I'm benefits in a car. This is Mel. How can I help you?

Speaker speaker_2: Yes, this is Donna Cunningham and I work for Work Source in Fayetteville, or Springdale I mean.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And I signed up for the insurance and a bunch of stuff, and I've yet to receive cards.

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

Speaker speaker_2: 7609.

Speaker speaker_1: First name?

Speaker speaker_2: Donna.

Speaker speaker_1: Last name?

Speaker speaker_2: Cunningham.

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

Speaker speaker_2: It's P.O. Box 219, Elkins, Arkansas, 72727, 07/13/63.

Speaker speaker_1: Thank you. So we got your phone number, 479-879-2988?

Speaker speaker_2: Yes.

Speaker speaker_1: And your email is dcunninghamws24@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. So let's see. Looks like you're enrolled on 11/18. Did you recently add something? Do you-

Speaker speaker_2: Not that I know of.

Speaker speaker_1: Okay. So you need your medical card?

Speaker speaker_2: Yeah. Uh, I think I signed up for medical, dental, um, not dental, vision and, uh, several things I signed up for.

Speaker speaker_1: So we got concern disability, critical illness, life insurance, vision, and the medical.

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So I'm going to get you your medical and your vision card. Do you want them-

Speaker speaker_2: Yep.

Speaker speaker_1: ... to be sent physically or did you just want a digital copy?

Speaker speaker_2: Yeah. Yeah, just, uh, send it by mail.

Speaker speaker_1: Did you want digital copies as well or you just wanted the physical ones?

Speaker speaker_2: Just the physical ones.

Speaker speaker_1: Okay. Good. I'm putting that request for you. It'll take one to two weeks for the physical card to get to you.

Speaker speaker_2: Okay, and that's P.O. Box 219, right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: And when you say-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... digital, exactly what do you mean by that? Because I'm computer illiterate.

Speaker speaker_1: Like, like your email, they're sending me an email.

Speaker speaker_2: Yeah, you can, you can do that also. Do both.

Speaker speaker_1: Okay. And are you, are you saying 209 or 219?

Speaker speaker_2: P.O. Box 219.

Speaker speaker_1: Okay. You say Elkins?

Speaker speaker_2: Yes. Arkansas 72727.

Speaker speaker_1: Thank you. All right. So I'm putting a request for that to be sent. It'll take one to two weeks for that to get to you, uh, physically.

Speaker speaker_2: Okay.

Speaker speaker_1: So do you mind, if I put you on a brief hold, I can get them sent to you digitally as well.

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you. Hey, are you there, Ms. Cunningham?

Speaker speaker_2: Yes.

Speaker speaker_1: I just sent those ID cards to your email as well.

Speaker speaker_2: Okay. Thank you so much.

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

Speaker speaker_2: That's it. Have a great day.

Speaker speaker_1: You too, Ms. Donna. Thank you.

Speaker speaker_2: Uh, bye-bye.