

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hey, how are you doing? Um, I need to, uh, figure out if my benefits have kicked in yet. I got 'em added like two weeks ago. I'm just trying to make sure they're kicked in so I can go to the, uh, doctor. What staffing company do you work for? MAU. The last four of your Social? 7055. First name? Jacob. Last name? White. Okay. For security purposes, can you verify your address and date of birth for me? 122 Barnett Circle. That's not the address that we have on file. Oh, shit. Um, it's, uh, 726 Mountain View Road is what it should be. My bad. Let me find... I need the add- I need the city, state and zip code as well. Uh, it's Anderson, South Carolina. The zip is 29625. And your date of birth? 07/07/04. Okay. So we got your phone number as 864-417-1966. Yes, sir. That's good. And your email is gdaddyperp69 at gmail.com? Yep. Crazy one from high school. All right. So yeah, it looks like your coverage just started as of today. You should receive your ID cards one to two weeks from today. Okay. Well, actually we should... Well, you have to call- we got to request a physical one. Would you like to refe- request a physical one? Say that one more time. So with the medical card, they only send it via email once it becomes available. Do you want to request a physical card? Um, yes, please. But I'm- but I can still go without having the card, right? Yes, sir. So you- what you would have to do, you just have to file a claim until... And then once we get your ID card information, you would give it to 'em. And I'll just- th- after I get the bill, then I'll go back and pay it because I'll have my card? Um, yes, sir. But the thing is, I don't know what's covered so we wouldn't be able... That's a question you would want to call and ask the carrier directly to- I got you. ... to report in and make sure whatever you're getting done is covered. Well, I got you. Well, yeah. I'm just... How would I, uh... Who would I need to call to figure out if... It will be American Public Life. I can give you their phone number whenever you're ready. Yeah, one second. Uh oh. Shit. Is that a home or apartment that you have? Say that one more time. Is that a home or an apartment? This is a home. Do you have a PO box? It is, uh... I'm gonna have to check for you. When they s- whenever they send you... Would you like to have an address on file or you want the PO box? Uh, address. Okay. So they'll be sending your cards to that 726 Mountain View Road, Anderson, South Carolina. All right, that's cool. That's fine. Okay. I just wanted to- I just wanted to make sure. Yeah, yeah, yeah. No, that's good. Um, what is, uh, that number? It is 1-800-256-8606. You want to hit option four to speak with a representative. All right. Is... And you said it's 1800-256-8506? 8606. 8606. All right. And they cover your medical and your dental. Okay. I got you. Medical and dental. Mm-hmm. Now if you want an additional copy of your card, I request- I would recommend calling back Thursday or Friday. Typically that's when they become available. Otherwise, your- your physical ones will come in the mail one to two weeks. Okay. I got you. I got you. Well, uh, I got this number and thank you. I'll give them a shout. No problem, Mr. White. Was there anything else I can help you with today? No, sir.

That should be it. All right. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your day. Yes, sir. 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, how are you doing? Um, I need to, uh, figure out if my benefits have kicked in yet. I got 'em added like two weeks ago. I'm just trying to make sure they're kicked in so I can go to the, uh, doctor.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: The last four of your Social?

Speaker speaker_1: 7055.

Speaker speaker_0: First name?

Speaker speaker_1: Jacob.

Speaker speaker_0: Last name?

Speaker speaker_1: White.

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

Speaker speaker_1: 122 Barnett Circle.

Speaker speaker_0: That's not the address that we have on file.

Speaker speaker_1: Oh, shit. Um, it's, uh, 726 Mountain View Road is what it should be. My bad.

Speaker speaker_0: Let me find... I need the add- I need the city, state and zip code as well.

Speaker speaker_1: Uh, it's Anderson, South Carolina. The zip is 29625.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 07/07/04.

Speaker speaker_0: Okay. So we got your phone number as 864-417-1966.

Speaker speaker_1: Yes, sir. That's good.

Speaker speaker_0: And your email is gdaddyperp69 at gmail.com?

Speaker speaker_1: Yep. Crazy one from high school.

Speaker speaker_0: All right. So yeah, it looks like your coverage just started as of today. You should receive your ID cards one to two weeks from today.

Speaker speaker_1: Okay.

Speaker speaker_0: Well, actually we should... Well, you have to call- we got to request a physical one. Would you like to refe- request a physical one?

Speaker speaker_1: Say that one more time.

Speaker speaker_0: So with the medical card, they only send it via email once it becomes available. Do you want to request a physical card?

Speaker speaker_1: Um, yes, please. But I'm- but I can still go without having the card, right?

Speaker speaker_0: Yes, sir. So you- what you would have to do, you just have to file a claim until... And then once we get your ID card information, you would give it to 'em.

Speaker speaker_1: And I'll just- th- after I get the bill, then I'll go back and pay it because I'll have my card?

Speaker speaker_0: Um, yes, sir. But the thing is, I don't know what's covered so we wouldn't be able... That's a question you would want to call and ask the carrier directly to-

Speaker speaker_1: I got you.

Speaker speaker_0: ... to report in and make sure whatever you're getting done is covered.

Speaker speaker_1: Well, I got you. Well, yeah. I'm just... How would I, uh... Who would I need to call to figure out if...

Speaker speaker_0: It will be American Public Life. I can give you their phone number whenever you're ready.

Speaker speaker_1: Yeah, one second. Uh oh. Shit.

Speaker speaker_0: Is that a home or apartment that you have?

Speaker speaker_1: Say that one more time.

Speaker speaker_0: Is that a home or an apartment?

Speaker speaker_1: This is a home.

Speaker speaker_0: Do you have a PO box?

Speaker speaker_1: It is, uh...

Speaker speaker_0: I'm gonna have to check for you. When they s- whenever they send you... Would you like to have an address on file or you want the PO box?

Speaker speaker_1: Uh, address.

Speaker speaker_0: Okay. So they'll be sending your cards to that 726 Mountain View Road, Anderson, South Carolina.

Speaker speaker_1: All right, that's cool. That's fine.

Speaker speaker_0: Okay.

Speaker speaker_1: I just wanted to-

Speaker speaker_0: I just wanted to make sure.

Speaker speaker_1: Yeah, yeah, yeah. No, that's good. Um, what is, uh, that number?

Speaker speaker_0: It is 1-800-256-8606. You want to hit option four to speak with a representative.

Speaker speaker_1: All right. Is... And you said it's 1800-256-8506?

Speaker speaker_0: 8606.

Speaker speaker_1: 8606. All right.

Speaker speaker_0: And they cover your medical and your dental.

Speaker speaker_1: Okay. I got you. Medical and dental.

Speaker speaker_0: Mm-hmm. Now if you want an additional copy of your card, I request- I would recommend calling back Thursday or Friday. Typically that's when they become available. Otherwise, your- your physical ones will come in the mail one to two weeks.

Speaker speaker_1: Okay. I got you. I got you. Well, uh, I got this number and thank you. I'll give them a shout.

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

Speaker speaker_1: No, sir. That should be it.

Speaker speaker_0: All right. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your day.

Speaker speaker_1: Yes, sir. Thank you.