

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits in the card is, this is Malcolm. How can I help you? Um, yes, my name's Elisha Wilder. I was just seeing if I needed to update any information, uh, for my insurances. What do you mean update any information? You... you under the figure your coverage is kinda over? Uh, yeah. I just wanted to make sure everything's, um, covered, um, so that way I don't get any trouble or miss out on any insurance. I understand. What staffing company you work for? Uh, Crown Staffing. Last four of your Social? 9059. First name? Elisha. E-L-I-S-H-A. Last name? Wilder. W-I-L-D-E-R. All right. For security purposes, can you verify your address and date of birth for me? Um, so my date of birth is June 6th, 1995. Um, I don't know if my address has been updated. Um, it was, um, 1100 Denzel Drive, Apartment 12, Hopkinsville, Kentucky. That's not the address that we have. Okay. Let me try my new one then. Uh, 2106 Poplar Street. Yep. And do you need to state your zip code? Uh, Hopkinsville, Kentucky, 42240. Thank you. So you got a phone number, 812-202-2665? Yes. And your email is elishawilder1995@gmail.com? Yes. Thank you. All right. So it looks like you have the d- group accident, the dental, short term disability, critical illness, life insurance, vision, VIP Class A, IDPS, behavior health, and the MFC TeleRx. Yeah. Okay. Yeah, so everything looks good on it and everything's active. Okay. Anything else? Um, is, uh... do you guys have, um, a dental and vision list that you could possibly email me? So in order... So you're looking to find people in the area to take your insurance? Yeah. All right. So you would go to multiplan.com. That website will tell you what doctors in the area take your insurance. And if you go to ampublic.com, that website will tell you what dentists in the area take your insurance. All right. Hang on just a second. Let me, let me write this down. Okay. So you... the first one was the multi plan? Yes, sir. And then what was the other one, sorry? Ampublic.com. Public? AM Public. Yes, sir. AM Public. Okay. All right. Thank you. No problem, Mr. Wilder. Was there anything else I can help you with today? No, sir. Thank you very much. No problem. Thanks for calling Benefits in the Card. Hope you have a great rest of your week. You too. Thank you. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: ... benefits in the card is, this is Malcolm. How can I help you?

Speaker speaker_2: Um, yes, my name's Elisha Wilder. I was just seeing if I needed to update any information, uh, for my insurances.

Speaker speaker_1: What do you mean update any information? You... you under the figure your coverage is kinda over?

Speaker speaker_2: Uh, yeah. I just wanted to make sure everything's, um, covered, um, so that way I don't get any trouble or miss out on any insurance.

Speaker speaker_1: I understand. What staffing company you work for?

Speaker speaker_2: Uh, Crown Staffing.

Speaker speaker_1: Last four of your Social?

Speaker speaker_2: 9059.

Speaker speaker_1: First name?

Speaker speaker_2: Elisha. E-L-I-S-H-A.

Speaker speaker_1: Last name?

Speaker speaker_2: Wilder. W-I-L-D-E-R.

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

Speaker speaker_2: Um, so my date of birth is June 6th, 1995. Um, I don't know if my address has been updated. Um, it was, um, 1100 Denzel Drive, Apartment 12, Hopkinsville, Kentucky.

Speaker speaker_1: That's not the address that we have.

Speaker speaker_2: Okay. Let me try my new one then. Uh, 2106 Poplar Street.

Speaker speaker_1: Yep. And do you need to state your zip code?

Speaker speaker_2: Uh, Hopkinsville, Kentucky, 42240.

Speaker speaker_1: Thank you. So you got a phone number, 812-202-2665?

Speaker speaker_2: Yes.

Speaker speaker_1: And your email is elishawilder1995@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. All right. So it looks like you have the d- group accident, the dental, short term disability, critical illness, life insurance, vision, VIP Class A, IDPS, behavior health, and the MFC TeleRx.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Yeah, so everything looks good on it and everything's active.

Speaker speaker_2: Okay.

Speaker speaker_1: Anything else?

Speaker speaker_2: Um, is, uh... do you guys have, um, a dental and vision list that you could possibly email me?

Speaker speaker_1: So in order... So you're looking to find people in the area to take your insurance?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. So you would go to multiplan.com. That website will tell you what doctors in the area take your insurance. And if you go to ampublic.com, that website will tell you what dentists in the area take your insurance.

Speaker speaker_2: All right. Hang on just a second. Let me, let me write this down. Okay. So you... the first one was the multi plan?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: And then what was the other one, sorry?

Speaker speaker_1: Ampublic.com.

Speaker speaker_2: Public?

Speaker speaker_1: AM Public. Yes, sir.

Speaker speaker_2: AM Public. Okay. All right. Thank you.

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

Speaker speaker_2: No, sir. Thank you very much.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Card. Hope you have a great rest of your week.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Thank you. Bye.