

Transcript: Malcolm

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Full Transcript

What's the kind of benefits and the card? This is Malcolm. How can I help you? Uh, yes, my name is Jennifer Diaz. I work for Accuforce. I signed up for insurance, uh, on the 12th. I was wanting to see if it was active, if my insurance was active. And what's that? What's the last four of your Social? 6000. First name? Jennifer. Last name? Diaz. D-I-A-Z. Okay. For security purposes, can you verify your address and date of birth for me? 1376 Waterfront Drive, Danvers, Tennessee 37725. My birthdate is 11/20/79. Thank you. Let's see, we got your phone number as 68... um, 865-335-9547? Yes. And your email is jend... a... diaz2020@gmail.com? Yes. Thank you. Yeah, it looks like your coverage just became active as of today. Okay. Uh, is there any way of getting cards sent to me? Because my doctors won't take anything else, unfortunately. Yeah. So your ID cards would take one to two weeks to get to you physically. Okay. If you need a digital copy, I would recommend calling back around Thursday or Friday. That's typically when they become available, but they do take 24 to 48 hours to be generated upon your coverage being active. Okay. All right. Thank you so much. No problem, Ms. Diaz. Was there anything else I can help you with today? No, that's it. You have a wonderful day. You too, Ms. Diaz. Thank you.

Conversation Format

Speaker speaker_0: What's the kind of benefits and the card? This is Malcolm. How can I help you?

Speaker speaker_1: Uh, yes, my name is Jennifer Diaz. I work for Accuforce. I signed up for insurance, uh, on the 12th. I was wanting to see if it was active, if my insurance was active.

Speaker speaker_0: And what's that? What's the last four of your Social?

Speaker speaker_1: 6000.

Speaker speaker_0: First name?

Speaker speaker_1: Jennifer.

Speaker speaker_0: Last name?

Speaker speaker_1: Diaz. D-I-A-Z.

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

Speaker speaker_1: 1376 Waterfront Drive, Danvers, Tennessee 37725. My birthdate is 11/20/79.

Speaker speaker_0: Thank you. Let's see, we got your phone number as 68... um, 865-335-9547?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is jend... a... diaz2020@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. Yeah, it looks like your coverage just became active as of today.

Speaker speaker_1: Okay. Uh, is there any way of getting cards sent to me? Because my doctors won't take anything else, unfortunately.

Speaker speaker_0: Yeah. So your ID cards would take one to two weeks to get to you physically.

Speaker speaker_1: Okay.

Speaker speaker_0: If you need a digital copy, I would recommend calling back around Thursday or Friday. That's typically when they become available, but they do take 24 to 48 hours to be generated upon your coverage being active.

Speaker speaker_1: Okay. All right. Thank you so much.

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

Speaker speaker_1: No, that's it. You have a wonderful day.

Speaker speaker_0: You too, Ms. Diaz. Thank you.