

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Um, yeah, I actually work for Associated Staffing out of, uh, Kearney, Nebraska. Mm-hmm. And I was trying to figure out, I guess, what insurance I have and how much I pay and... Thank you. What's the last four of your social? Uh, 6145. First name? Trev. Last name? Hubbard. And for security purposes, can you verify your address and date of birth for me? Uh, 575 West Omaha Avenue, uh, and then 02014-94. I need to see a state zip code as well. Uh, 68858. And the city and state? Norwell, Nebraska. You should be getting a phone number at 708-9908. Yep. Your email is techman1994pph@gmail.com? Yes, yep. Thank you. So it looks like you have a court-ordered insurance for you and a child. Looks like you're paying \$24.01, and that'd be weekly. 24.01 cent weekly? Mm-hmm. Okay. Is there any way that you could possibly email me a statement of how much I pay? You just need a statement of coverage or a, a letter of coverage? Yeah, I, I, I'm trying to get my, uh, child support adjusted and I'm wanting to know how much I pay for insurance. So, it just is something I could use as, like, a legal document to show the court that I've been paying for insurance. Yes, sir. Let me get that sent to you. You mind if I put you on a brief hold? Uh, no. No, this should be fine. Thank you. Are you there, Mr. Hubbard? Uh-huh. Yes, sir. Just putting a request for that letter to be sent to you. You should receive that shortly. Um, I had one more question. Do you know what type of insurance it is? So the plan that you have is a preventative care plan. It's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms, any preventative care services. It also comes with FreeRx, which is a virtual pharmacy that gives you access to over 800 generic and acute chronic medications, along with access to virtual urgent care appointments. Um, so would that be just med- just anything medical-related, almost? Uh, yes, sir. It doesn't include dental or vision or anything like that. Just medical? Okay. Mm-hmm. Okay. Okay. Yep, yep, thank you so much. No problem, Mr. Hubbard. So is the techman1994pph@gmail.com a good email to send it to? Yes, yes, that would work fine. Okay. So you should receive that shortly. Was there anything else I could help you with today, Mr. Trask? Uh, nope, that should be it. Yep. Thank you so much. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too. Bye bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Um, yeah, I actually work for Associated Staffing out of, uh, Kearney, Nebraska.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I was trying to figure out, I guess, what insurance I have and how much I pay and...

Speaker speaker_0: Thank you. What's the last four of your social?

Speaker speaker_1: Uh, 6145.

Speaker speaker_0: First name?

Speaker speaker_1: Trev.

Speaker speaker_0: Last name?

Speaker speaker_1: Hubbard.

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

Speaker speaker_1: Uh, 575 West Omaha Avenue, uh, and then 02014-94.

Speaker speaker_0: I need to see a state zip code as well.

Speaker speaker_1: Uh, 68858.

Speaker speaker_0: And the city and state?

Speaker speaker_1: Norwell, Nebraska.

Speaker speaker_0: You should be getting a phone number at 708-9908.

Speaker speaker_1: Yep.

Speaker speaker_0: Your email is techman1994pph@gmail.com?

Speaker speaker_1: Yes, yep.

Speaker speaker_0: Thank you. So it looks like you have a court-ordered insurance for you and a child. Looks like you're paying \$24.01, and that'd be weekly.

Speaker speaker_1: 24.01 cent weekly?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Is there any way that you could possibly email me a statement of how much I pay?

Speaker speaker_0: You just need a statement of coverage or a, a letter of coverage?

Speaker speaker_1: Yeah, I, I, I'm trying to get my, uh, child support adjusted and I'm wanting to know how much I pay for insurance. So, it just is something I could use as, like, a legal

document to show the court that I've been paying for insurance.

Speaker speaker_0: Yes, sir. Let me get that sent to you. You mind if I put you on a brief hold?

Speaker speaker_1: Uh, no. No, this should be fine.

Speaker speaker_0: Thank you. Are you there, Mr. Hubbard?

Speaker speaker_2: Uh-huh.

Speaker speaker_0: Yes, sir. Just putting a request for that letter to be sent to you. You should receive that shortly.

Speaker speaker_2: Um, I had one more question. Do you know what type of insurance it is?

Speaker speaker_0: So the plan that you have is a preventative care plan. It's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms, any preventative care services. It also comes with FreeRx, which is a virtual pharmacy that gives you access to over 800 generic and acute chronic medications, along with access to virtual urgent care appointments.

Speaker speaker_2: Um, so would that be just med- just anything medical-related, almost?

Speaker speaker_0: Uh, yes, sir. It doesn't include dental or vision or anything like that.

Speaker speaker_2: Just medical? Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: Okay. Okay. Yep, yep, thank you so much.

Speaker speaker_0: No problem, Mr. Hubbard. So is the techman1994pph@gmail.com a good email to send it to?

Speaker speaker_2: Yes, yes, that would work fine.

Speaker speaker_0: Okay. So you should receive that shortly. Was there anything else I could help you with today, Mr. Trask?

Speaker speaker_2: Uh, nope, that should be it. Yep. Thank you so much.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: You too. Bye bye.

Speaker speaker_0: Thank you. Bye.