

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hey, my name's Kevin Kucera. I activated my benefits about nine days ago, and I haven't received the electronic email with, like, my medical card on it. I know that you guys will be mailing me a card, but I believe that I should have received an email with, like, my policy number and all of that as well. All right. What staffing company do you work for? Uh, BGSF Multi-Family. What's your last four of your social? 8972. First name? Kevin. Is it Evans? No. Kevin, K-E-V-I-N. Last name? Kucera, K-U-C, as in Charlie, E-R-A. And for security purposes, can you verify your address and date of birth for me? Yep. 100 Bear Creek Pa- Bear Creek Path, Apartment 115, Morrisville, NC 27560. And my date of birth is 7/5/1991. Okay. Let's see, we got your phone number, 919-691-8236. Yes, sir. And your email is kev, last name, at gmail.com? Yes, sir. Yeah. All right. So you just need your medical card sent to your email? Yes, please. All right. Do you mind if I put you in a brief hold while I get that for you? Yeah, go ahead. Thank you. Are you there, Mr. Kevin? Hey, there, sir. Yeah. Right. So I just sent those through your email. Should be from my info at benefitsinacard.com. Okay, perfect. Thank you so much. Could you, could you confirm that you received them? Yeah. Let me go ahead and pull it up on my phone really quick. Sometimes it does go to your spam folder as well. Perfect. ID cards met. Do I have to attach the PDF file with the cards? Yep, I got it. Thank you so much. No problem. Well, is there anything else I can help you with today, Mr. Kevin? That'll be it. Well, one last thing. For the physical cards, it'll take two to three weeks to get to me, right? Yes, sir. Perfect. Thank you so much. Have yourself a wonderful day. You too, man. Thank you. Have a good one.

Conversation Format

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

Speaker speaker_1: Hey, my name's Kevin Kucera. I activated my benefits about nine days ago, and I haven't received the electronic email with, like, my medical card on it. I know that you guys will be mailing me a card, but I believe that I should have received an email with, like, my policy number and all of that as well.

Speaker speaker_0: All right. What staffing company do you work for?

Speaker speaker_1: Uh, BGSF Multi-Family.

Speaker speaker_0: What's your last four of your social?

Speaker speaker_1: 8972.

Speaker speaker_0: First name?

Speaker speaker_1: Kevin.

Speaker speaker_0: Is it Evans?

Speaker speaker_1: No. Kevin, K-E-V-I-N.

Speaker speaker_0: Last name?

Speaker speaker_1: Kucera, K-U-C, as in Charlie, E-R-A.

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

Speaker speaker_1: Yep. 100 Bear Creek Pa- Bear Creek Path, Apartment 115, Morrisville, NC 27560. And my date of birth is 7/5/1991.

Speaker speaker_0: Okay. Let's see, we got your phone number, 919-691-8236.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And your email is kev, last name, at gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Yeah. All right. So you just need your medical card sent to your email?

Speaker speaker_1: Yes, please.

Speaker speaker_0: All right. Do you mind if I put you in a brief hold while I get that for you?

Speaker speaker_1: Yeah, go ahead.

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

Speaker speaker_1: Hey, there, sir. Yeah.

Speaker speaker_0: Right. So I just sent those through your email. Should be from my info at benefitsinacard.com.

Speaker speaker_1: Okay, perfect. Thank you so much.

Speaker speaker_0: Could you, could you confirm that you received them?

Speaker speaker_1: Yeah. Let me go ahead and pull it up on my phone really quick.

Speaker speaker_0: Sometimes it does go to your spam folder as well.

Speaker speaker_1: Perfect. ID cards met. Do I have to attach the PDF file with the cards? Yep, I got it. Thank you so much.

Speaker speaker_0: No problem. Well, is there anything else I can help you with today, Mr. Kevin?

Speaker speaker_1: That'll be it. Well, one last thing. For the physical cards, it'll take two to three weeks to get to me, right?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Perfect. Thank you so much. Have yourself a wonderful day.

Speaker speaker_0: You too, man. Thank you.

Speaker speaker_1: Have a good one.