

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Uh, hi, this is Kevin Schneider. I was curious if I had signed up for benefits when I- When is that? ... signed up with Doherty Staffing. What's the last four of your social? 6106. For security purposes, can you verify your address and date of birth for me? 2112 Soldiers Lane, Grand Rapids, Minnesota 55744, uh, 7987. Thank you. So we got your phone number, 320-583-0240? Yep. And we have email as kevin.schneider2006@gmail.com? Yep. Thank you. So it looks like you got enrolled into the free RX, the group accident, the dental, short-term disability, critical illness, life insurance, vision and medical plan. Okay. Is there any information on that in terms of like if I were to go to the clinic or anything like that, like a- like a card or a number or- Yes. So your coverage just- ... something that I can give them? Yeah, your coverage just became active as of last week. So this is your- Okay. It takes one to two weeks for your ID cards to get to you. I can get them to you digitally while you're waiting on the physical ones if you needed them before the physical ones got to you. Yeah. That'd be- that'd be great. I don't know if they can just be emailed? Yes, sir. Yeah, if those could get emailed, that'd be great. All right. So it looks- I do see you missing a beneficiary for your life insurance policy. Would you like to add that information while I have you on the phone? Uh, I don't- I don't have a beneficiary information. So- So you just need a first name and last name and their relationship to you. Oh, uh, Vicky, V-I-C-K-I, uh, Schneider, same last name. And who would that be? Uh, my mother. You said- Uh, what was that? You said V-I-C-K-Y? You said V-I-C-K-Y? No, V-I-C-K-I. Vicky? Is it V-I-C-K-I? Perfect, yep. Thank you. All right. Your mom's going to brief hold while I get those ID cards for you. Sounds good. Thank you. Are you there, Mr. Kevin? Uh, yeah. Okay. So I just shipped those ID cards to your email. Okay, perfect. Let me double check here. Just to make sure that they went- Mm-hmm. Perfect. Looks like they went through. So is that 2112 Soldiers Lane, is that an apartment or a home? Home. Okay. And do you have a PO box or anything? Nope, just that address. All right. So you should get your ID cards within one to two weeks. Okay, perfect. Well, was there anything else I can help you with today, Mr. Kevin? Uh, nope, that should do it. All right. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your evening. You too. Thank you. Yeah, bye. Bye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Uh, hi, this is Kevin Schneider. I was curious if I had signed up for benefits when I-

Speaker speaker_1: When is that?

Speaker speaker_2: ... signed up with Doherty Staffing.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 6106.

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

Speaker speaker_2: 2112 Soldiers Lane, Grand Rapids, Minnesota 55744, uh, 7987.

Speaker speaker_1: Thank you. So we got your phone number, 320-583-0240?

Speaker speaker_2: Yep.

Speaker speaker_1: And we have email as kevin.schneider2006@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Thank you. So it looks like you got enrolled into the free RX, the group accident, the dental, short-term disability, critical illness, life insurance, vision and medical plan.

Speaker speaker_2: Okay. Is there any information on that in terms of like if I were to go to the clinic or anything like that, like a- like a card or a number or-

Speaker speaker_1: Yes. So your coverage just-

Speaker speaker_2: ... something that I can give them?

Speaker speaker_3: Yeah, your coverage just became active as of last week. So this is your-

Speaker speaker_2: Okay.

Speaker speaker_3: It takes one to two weeks for your ID cards to get to you. I can get them to you digitally while you're waiting on the physical ones if you needed them before the physical ones got to you.

Speaker speaker_2: Yeah. That'd be- that'd be great. I don't know if they can just be emailed?

Speaker speaker_3: Yes, sir.

Speaker speaker_2: Yeah, if those could get emailed, that'd be great.

Speaker speaker_3: All right. So it looks- I do see you missing a beneficiary for your life insurance policy. Would you like to add that information while I have you on the phone?

Speaker speaker_2: Uh, I don't- I don't have a beneficiary information. So-

Speaker speaker_3: So you just need a first name and last name and their relationship to you.

Speaker speaker_2: Oh, uh, Vicky, V-I-C-K-I, uh, Schneider, same last name.

Speaker speaker_3: And who would that be?

Speaker speaker_2: Uh, my mother.

Speaker speaker_3: You said-

Speaker speaker_2: Uh, what was that?

Speaker speaker_3: You said V-I-C-K-Y? You said V-I-C-K-Y?

Speaker speaker_2: No, V-I-C-K-I.

Speaker speaker_3: Vicky? Is it V-I-C-K-I?

Speaker speaker_2: Perfect, yep.

Speaker speaker_3: Thank you. All right. Your mom's going to brief hold while I get those ID cards for you.

Speaker speaker_2: Sounds good.

Speaker speaker_3: Thank you. Are you there, Mr. Kevin?

Speaker speaker_2: Uh, yeah.

Speaker speaker_3: Okay. So I just shipped those ID cards to your email.

Speaker speaker_2: Okay, perfect. Let me double check here. Just to make sure that they went-

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: Perfect. Looks like they went through.

Speaker speaker_3: So is that 2112 Soldiers Lane, is that an apartment or a home?

Speaker speaker_2: Home.

Speaker speaker_3: Okay. And do you have a PO box or anything?

Speaker speaker_2: Nope, just that address.

Speaker speaker_3: All right. So you should get your ID cards within one to two weeks.

Speaker speaker_2: Okay, perfect.

Speaker speaker_3: Well, was there anything else I can help you with today, Mr. Kevin?

Speaker speaker_2: Uh, nope, that should do it.

Speaker speaker_3: All right. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your evening.

Speaker speaker_2: You too.

Speaker speaker_3: Thank you.

Speaker speaker_2: Yeah, bye.

Speaker speaker_3: Bye.