

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? Yes, my name is Shawn Garner and, um, I'm, I work for TRC out of Greensboro, North Carolina. And, um, I talked to the recruiting, uh, the lady that recruited me that, that got me hired and she said I do have in- insurance, but I haven't received none of my insurance cards, my, uh, medical, dental or vision. And so I was just wondering, you know, um, what, what, what the process or, or how much longer it was gonna take for me to get them or if you guys could email me a copy of it, because I have some prescriptions that I need to get renewed. What's the last four of your social? 2138. First name? Shawn. Last name? S-h-a-w-n. Garner, G-A-R-N-E-R. Youth, for security purposes can you verify your address and date of birth for me? 3/21/71 is my date of birth, 246 Fitch Drive, Mebane, North Carolina 27302. Youth, so we got your phone number, 336-693-4454? Yes, sir. And I got email at shawngarner49@gmail.com? Yes, sir. Thank you. All right. So, looks like your coverage just became active this past Monday. It does take one to two weeks for your ID cards to get to you physically. Oh, okay, okay, okay. So it just started coming out of my check, uh, basically Tuesday, yesterday on my birthday, yeah. Okay. So, so the way- Okay, so I- Go ahead. I'm, I'm sorry. You can go ahead. I'm sorry. I was gonna say, the way that the, the way that it works, so they take the deductible out the week prior to pay for the following week. So they took the deduction out last week to pay for this week's coverage, that's why your coverage just became active this Monday. Okay, okay, okay. So I should just be, in the next, uh, 10, 10 business days I should be receiving my cards? Yes, sir. And if you needed them before, we can get them sent digitally, we could try to. The, typically the, the digital ones aren't available till around Thursday or Friday, but I can see if they're- Okay. ... available right now, if you needed your ID cards right now. Okay, yes, yes, if you didn't mind. All right. So the 246 of Fitch Drive, is that an apartment or a home? That's my home. And so do you have a PO Box or anything like that? No, it's just the, the a- address and zip code. 246 Fitch Drive. Okay. Do you mind if I put you on a brief hold while I see if those cards are available? No, sir. Go right ahead. Thank you. Yes, sir. Hey, are you there, Mr. Shawn? Yes, sir. I just sent them to your email. Okay. Okay. Sounds good. I can print them off and, um, and I certainly appreciate that, sir. But I still- No problem. ... will get hard copies in the mail as well? Yes, sir. You can expect them in one to two weeks. Okay. Thank you so much. Thank you. No problem, Mr. Garner. Was there anything else I could help you with today? Not at this time. I certainly appreciate your time and patience, man. No problem, Mr. Shawn. If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your day, man. You too. Thank you. No problem. Thank you.

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: Yes, my name is Shawn Garner and, um, I'm, I work for TRC out of Greensboro, North Carolina. And, um, I talked to the recruiting, uh, the lady that recruited me that, that got me hired and she said I do have in- insurance, but I haven't received none of my insurance cards, my, uh, medical, dental or vision. And so I was just wondering, you know, um, what, what, what the process or, or how much longer it was gonna take for me to get them or if you guys could email me a copy of it, because I have some prescriptions that I need to get renewed.

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

Speaker speaker_2: 2138.

Speaker speaker_1: First name?

Speaker speaker_2: Shawn.

Speaker speaker_1: Last name?

Speaker speaker_2: S-h-a-w-n. Garner, G-A-R-N-E-R.

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

Speaker speaker_2: 3/21/71 is my date of birth, 246 Fitch Drive, Mebane, North Carolina 27302.

Speaker speaker_1: Youth, so we got your phone number, 336-693-4454?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And I got email at shawngarner49@gmail.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you. All right. So, looks like your coverage just became active this past Monday. It does take one to two weeks for your ID cards to get to you physically.

Speaker speaker_2: Oh, okay, okay, okay. So it just started coming out of my check, uh, basically Tuesday, yesterday on my birthday, yeah. Okay.

Speaker speaker_1: So, so the way-

Speaker speaker_2: Okay, so I-

Speaker speaker_1: Go ahead.

Speaker speaker_2: I'm, I'm sorry. You can go ahead. I'm sorry.

Speaker speaker_1: I was gonna say, the way that the, the way that it works, so they take the deductible out the week prior to pay for the following week. So they took the deduction out last week to pay for this week's coverage, that's why your coverage just became active this Monday.

Speaker speaker_2: Okay, okay, okay. So I should just be, in the next, uh, 10, 10 business days I should be receiving my cards?

Speaker speaker_1: Yes, sir. And if you needed them before, we can get them sent digitally, we could try to. The, typically the, the digital ones aren't available till around Thursday or Friday, but I can see if they're-

Speaker speaker_2: Okay.

Speaker speaker_1: ... available right now, if you needed your ID cards right now.

Speaker speaker_2: Okay, yes, yes, if you didn't mind.

Speaker speaker_1: All right. So the 246 of Fitch Drive, is that an apartment or a home?

Speaker speaker_2: That's my home.

Speaker speaker_1: And so do you have a PO Box or anything like that?

Speaker speaker_2: No, it's just the, the a- address and zip code. 246 Fitch Drive.

Speaker speaker_1: Okay. Do you mind if I put you on a brief hold while I see if those cards are available?

Speaker speaker_2: No, sir. Go right ahead.

Speaker speaker_1: Thank you.

Speaker speaker_2: Yes, sir.

Speaker speaker_3: Hey, are you there, Mr. Shawn?

Speaker speaker_4: Yes, sir.

Speaker speaker_3: I just sent them to your email.

Speaker speaker_4: Okay. Okay. Sounds good. I can print them off and, um, and I certainly appreciate that, sir. But I still-

Speaker speaker_3: No problem.

Speaker speaker_4: ... will get hard copies in the mail as well?

Speaker speaker_3: Yes, sir. You can expect them in one to two weeks.

Speaker speaker_4: Okay. Thank you so much. Thank you.

Speaker speaker_3: No problem, Mr. Garner. Was there anything else I could help you with today?

Speaker speaker_4: Not at this time. I certainly appreciate your time and patience, man.

Speaker speaker_3: No problem, Mr. Shawn. If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your day, man.

Speaker speaker_4: You too. Thank you.

Speaker speaker_3: No problem. Thank you.