

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? Hey, Malcolm. I have enrolled in benefits but I have yet to see- receive my cards in the mail, and I was just trying to get a status update on that. What staffing company do you work for? I work for Oxford. What's the last four of your social? 86331. First name? Cory, C-O-R-Y. Last name is Funk, F-U-N-K. Mm-hmm. For security purposes can you verify your address and date of birth for me? Yeah. It's 3585 South 600 West, Nibley, Utah 84321. And my birthdate is 12-8-86. Thank you. Let's see, we got your phone number at 435-2607-253. Yep, that's my cell. And your email is funk.cory.r@gmail.com? Yep, that's my personal email. Thank you. All right, so it looks like your coverage just became active as of last week. It takes one to two weeks for the physical cards to get to you. Is it... Um, where would I go to get a copy of the electronic cards just so I can update my providers? I can send that to you. I was gonna- I was just gonna out- offer that after you- Okay. ... answer back, so. Okay, perfect. Yeah, I just, um, I have, uh, like a doctor's appointment coming up that I'll need to update my insurance card. Okay. So if- and if you wanted a physical copy of your medical card, you have to request it. Otherwise, it's going to be sent via email. So did you want me to request a physical copy of your medical card? Um, not necessarily. If you could just tell me how, yeah, how to get my- access to my electronic copy, that would be just fine. I'ma send- I'ma send it to your email. Okay. All right. Do you mind if I put you in a brief hold while I get those for you? Yeah. No, no worries. Thank you. Hey, are you there Mr. Funk? I am. Hey, I just sent those ID cards to you. They should be from the info at Benefitsinacard.com. Okay. I will... Yep, I got it. Thank you. No problem, Mr. Funk. Was there anything else I can help you with today? No, that was it. I appreciate your help. No problem. If there's nothing else, thanks for calling Benefits in a Card. Hope you have a great holiday, man. Yeah, you too. Thank you very much. We'll see you. Thank you. 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: Hey, Malcolm. I have enrolled in benefits but I have yet to see- receive my cards in the mail, and I was just trying to get a status update on that.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: I work for Oxford.

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

Speaker speaker_2: 86331.

Speaker speaker_1: First name?

Speaker speaker_2: Cory, C-O-R-Y. Last name is Funk, F-U-N-K.

Speaker speaker_1: Mm-hmm. For security purposes can you verify your address and date of birth for me?

Speaker speaker_2: Yeah. It's 3585 South 600 West, Nibley, Utah 84321. And my birthdate is 12-8-86.

Speaker speaker_1: Thank you. Let's see, we got your phone number at 435-2607-253.

Speaker speaker_2: Yep, that's my cell.

Speaker speaker_1: And your email is funk.cory.r@gmail.com?

Speaker speaker_2: Yep, that's my personal email.

Speaker speaker_1: Thank you. All right, so it looks like your coverage just became active as of last week. It takes one to two weeks for the physical cards to get to you.

Speaker speaker_2: Is it... Um, where would I go to get a copy of the electronic cards just so I can update my providers?

Speaker speaker_1: I can send that to you. I was gonna- I was just gonna out- offer that after you-

Speaker speaker_2: Okay.

Speaker speaker_1: ... answer back, so.

Speaker speaker_2: Okay, perfect. Yeah, I just, um, I have, uh, like a doctor's appointment coming up that I'll need to update my insurance card.

Speaker speaker_1: Okay. So if- and if you wanted a physical copy of your medical card, you have to request it. Otherwise, it's going to be sent via email. So did you want me to request a physical copy of your medical card?

Speaker speaker_2: Um, not necessarily. If you could just tell me how, yeah, how to get my access to my electronic copy, that would be just fine.

Speaker speaker_1: I'll send- I'll send it to your email.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Do you mind if I put you in a brief hold while I get those for you?

Speaker speaker_2: Yeah. No, no worries.

Speaker speaker_1: Thank you. Hey, are you there Mr. Funk?

Speaker speaker_2: I am.

Speaker speaker_1: Hey, I just sent those ID cards to you. They should be from the info at Benefitsinacard.com.

Speaker speaker_2: Okay. I will... Yep, I got it. Thank you.

Speaker speaker_1: No problem, Mr. Funk. Was there anything else I can help you with today?

Speaker speaker_2: No, that was it. I appreciate your help.

Speaker speaker_1: No problem. If there's nothing else, thanks for calling Benefits in a Card. Hope you have a great holiday, man.

Speaker speaker_2: Yeah, you too. Thank you very much. We'll see you.

Speaker speaker_1: Thank you.

Speaker speaker_2: Bye-bye.