

Transcript: Malcolm

Nash-6545050944323584-6654525097295872

Full Transcript

Thanks for calling 10-15 MINUTE CAR. This is Val, how can I help you? I'm just calling because I've been looking at my medical insurance, and it just says it's a multi-plan. Um, but when I go to the website to look up a, a provider, I don't even know what the name of the insurance company that I'm using is called. All right. So what's the name of... What staffing company do you work for? Uh, BG Staffing. What's the last four of your Social? 3163. First name? Ashley. Say it again, ma'am. You're breaking up. Ashley. And how do you spell it? A-S-H-L-E-Y. Last name? Brown. Okay. For security purposes, can you verify your address and date of birth for me? 7387, and that's 4200 Horizon Parkway North, Apartment 526, Dallas, Texas 75287. Thank you. So we got a good phone number at 404-3541? Yes. And then your email is ak_brown3@yahoo.com? Yes. Thank you. All right. So your carrier will be 90 Degree Benefits. 90 Degree Benefits. Okay. Mm-hmm. That's why I was like... I was like, "What is it called?" 'Cause 90 Degree takes you to a website. There's all this other stuff. Okay. 90 Degree Benefits is the carrier. And let me make sure... I'm gonna update my insurance before I go to this appointment. I think that's all that I need then because they just needed the name. And then she said... The last person said the policy number is my employee ID, and then the group number is just the group number that it has on the card. Yes, ma'am. Do you not have your ID cards? Um, I don't have a physical one 'cause we ended up moving, but I do have, uh... I have like a digital one. But if you can send me a new card to this new address? Yes, ma'am. I can do that for you. Was there anything else you needed today, Ms. Brown? No, that was all. Well, if there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too. Thank you. Oh, you can expect a f-

Conversation Format

Speaker speaker_0: Thanks for calling 10-15 MINUTE CAR. This is Val, how can I help you?

Speaker speaker_1: I'm just calling because I've been looking at my medical insurance, and it just says it's a multi-plan. Um, but when I go to the website to look up a, a provider, I don't even know what the name of the insurance company that I'm using is called.

Speaker speaker_0: All right. So what's the name of... What staffing company do you work for?

Speaker speaker_1: Uh, BG Staffing.

Speaker speaker_0: What's the last four of your Social?

Speaker speaker_1: 3163.

Speaker speaker_0: First name?

Speaker speaker_1: Ashley.

Speaker speaker_0: Say it again, ma'am. You're breaking up.

Speaker speaker_1: Ashley.

Speaker speaker_0: And how do you spell it?

Speaker speaker_1: A-S-H-L-E-Y.

Speaker speaker_0: Last name?

Speaker speaker_1: Brown.

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

Speaker speaker_1: 7387, and that's 4200 Horizon Parkway North, Apartment 526, Dallas, Texas 75287.

Speaker speaker_0: Thank you. So we got a good phone number at 404-3541?

Speaker speaker_1: Yes.

Speaker speaker_0: And then your email is ak_brown3@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. All right. So your carrier will be 90 Degree Benefits.

Speaker speaker_1: 90 Degree Benefits. Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: That's why I was like... I was like, "What is it called?" 'Cause 90 Degree takes you to a website. There's all this other stuff. Okay. 90 Degree Benefits is the carrier. And let me make sure... I'm gonna update my insurance before I go to this appointment. I think that's all that I need then because they just needed the name. And then she said... The last person said the policy number is my employee ID, and then the group number is just the group number that it has on the card.

Speaker speaker_0: Yes, ma'am. Do you not have your ID cards?

Speaker speaker_1: Um, I don't have a physical one 'cause we ended up moving, but I do have, uh... I have like a digital one. But if you can send me a new card to this new address?

Speaker speaker_0: Yes, ma'am. I can do that for you. Was there anything else you needed today, Ms. Brown?

Speaker speaker_1: No, that was all.

Speaker speaker_0: Well, if there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Oh, you can expect a f-