

Transcript: Malcolm

Nash-6574403389669376-6388920445485056

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi, Malcolm. I'm calling to get a claim status. So we don't do anything with claims here. You want to reach out to the carrier directly. Okay. Do you have the ID card for the, for the medical, for the member? Uh, I don't have an ID card but I have another number. So, uh- What's the other phone number you have? 800-256-8606. Yeah. So that's ATO, you want to hit option four to speak with a representative. Oh, that's before. All right, thank you. No problem. You have a great rest of your week. You too. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_1: Hi, Malcolm. I'm calling to get a claim status.

Speaker speaker_0: So we don't do anything with claims here. You want to reach out to the carrier directly.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have the ID card for the, for the medical, for the member?

Speaker speaker_1: Uh, I don't have an ID card but I have another number. So, uh-

Speaker speaker_0: What's the other phone number you have?

Speaker speaker_1: 800-256-8606.

Speaker speaker_0: Yeah. So that's ATO, you want to hit option four to speak with a representative.

Speaker speaker_1: Oh, that's before. All right, thank you.

Speaker speaker_0: No problem. You have a great rest of your week.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye.