

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits Center Card. This is Malcolm. How may I help you? Um, yeah. So I'll, I'll... I'm a member. I have... Well, I have insu- I have insurance through you guys, well, through Partners. Okay. How can I help you? It was just active. Uh, it just activated, so I had to call in to get a physical card after it activated. Okay, so you wanted to call in and request one be sent to you? Yes, please. All right, what's the last four of your social? One second. Sorry, but it's like I gotta grab it real quick. I don't know it off the top of my head. You're fine. All right. I got it. It's, um, 5046. First name? Uh, Sean, S-E-A-N. Last name? Johnson. Okay. For security purposes, can you verify your address and date of birth for me? Um, 746 Parker Street, Keokuk, Iowa. And, uh, my date of birth is 2006, January 25th. Thank you. We got your phone number, 319-795-9288. Yeah, that's correct. And the email is seanjohnson554@gmail.com? Yes, sir. Thank you. So, you actually have to call next week when your coverage is active to request a physical copy. Right now, it's not showing that you- It's not going to show that your coverage is active until next week. Oh, really? I was told on my first phone call that it was active the second it started coming out. All right, my bad. No, you're fine, Mr. Johnson. Yeah, the way that it works, yeah, once you see that first deduction, your coverage becomes active the- becomes active the following Monday. And your ID cards are sent one to two weeks from that activate- date. Oh, thank you. No problem, Mr. Johnson. You have a great week, man. You too. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits Center Card. This is Malcolm. How may I help you?

Speaker speaker_1: Um, yeah. So I'll, I'll... I'm a member. I have... Well, I have insu- I have insurance through you guys, well, through Partners.

Speaker speaker_0: Okay. How can I help you?

Speaker speaker_1: It was just active. Uh, it just activated, so I had to call in to get a physical card after it activated.

Speaker speaker_0: Okay, so you wanted to call in and request one be sent to you?

Speaker speaker_1: Yes, please.

Speaker speaker_0: All right, what's the last four of your social?

Speaker speaker_1: One second. Sorry, but it's like I gotta grab it real quick. I don't know it off the top of my head.

Speaker speaker_0: You're fine.

Speaker speaker_1: All right. I got it. It's, um, 5046.

Speaker speaker_0: First name?

Speaker speaker_1: Uh, Sean, S-E-A-N.

Speaker speaker_0: Last name?

Speaker speaker_1: Johnson.

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

Speaker speaker_1: Um, 746 Parker Street, Keokuk, Iowa. And, uh, my date of birth is 2006, January 25th.

Speaker speaker_0: Thank you. We got your phone number, 319-795-9288.

Speaker speaker_1: Yeah, that's correct.

Speaker speaker_0: And the email is seanjohnson554@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Thank you. So, you actually have to call next week when your coverage is active to request a physical copy. Right now, it's not showing that you- It's not going to show that your coverage is active until next week.

Speaker speaker_1: Oh, really? I was told on my first phone call that it was active the second it started coming out. All right, my bad.

Speaker speaker_0: No, you're fine, Mr. Johnson. Yeah, the way that it works, yeah, once you see that first deduction, your coverage becomes active the- becomes active the following Monday. And your ID cards are sent one to two weeks from that activate- date.

Speaker speaker_1: Oh, thank you.

Speaker speaker_0: No problem, Mr. Johnson. You have a great week, man.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.