

Transcript: Malcolm

Nash-6685473434288128-6016454968524800

Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, Malcolm. This is Niki Henderson. I'm calling, um, because I needed to see about getting, um, my insurance card sent to me em- via email. Um, I actually just called a little while ago and she said that it should only take a couple minutes, but I still hadn't received them. And it's probably been maybe about 15 minutes or so now. Um, but I need them because I do have a doctor's appointment tomorrow. Um, and then I need to upload the insurance information to my MyChart, so that they'll have it before I get there. All right. What staff or company do you work for? The Resource. RGO. What's the last four of your social? 5991. And your first name? Niki, N-I-K-I. For security purposes, can you verify your address and date of birth for me? Mm-hmm. 518 Calendell Road, Apartment 209, Greensboro, North Carolina 27406. And date of birth is 11/17/1977. You... So we got a good phone number at 336-210-1253? Mm-hmm. And then your email is nikiah2... I mean, nikiahc2@gmail.com? Uh, N-I-K-I-A-H-C2@gmail.com? Yep. Mm-hmm. Mind if I put you on a brief hold while I get those ID cards for you? Sure, no problem. Thank you. Can you hear me, Ms. Henderson? Mm-hmm. All right. Did you receive... You received those ID cards? Okay. Let me check just a minute. I think - It'd be from an... It came from an info@benefitsandthecard.com. Yes. I did. Um, ID Cards, Hello. Um, and then I just click on the link for... Let me see. So it should be all on the website. I have something for dental and for vision. Uh, oh. Hold on. It should be all your ID cards. Oh, okay. Yeah, they're down at the bottom. I'm sorry. I have to download them first. Yeah. So the websites you see in your email are the ones you use to find doctors in your area and the places to use to get... to take your insurance. Oh. Gotcha. Okay. No problem. I can print these off and then I can have them with me. Thank you so much. No problem. Well, was there anything else I could help you with today? That was it. Yeah. Well, if there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week. Okay. You too. Thank you. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, Malcolm. This is Niki Henderson. I'm calling, um, because I needed to see about getting, um, my insurance card sent to me em- via email. Um, I actually just called a little while ago and she said that it should only take a couple minutes, but I still hadn't received them. And it's probably been maybe about 15 minutes or so now. Um, but I need them

because I do have a doctor's appointment tomorrow. Um, and then I need to upload the insurance information to my MyChart, so that they'll have it before I get there.

Speaker speaker_0: All right. What staff or company do you work for?

Speaker speaker_1: The Resource.

Speaker speaker_0: RGO. What's the last four of your social?

Speaker speaker_1: 5991.

Speaker speaker_0: And your first name?

Speaker speaker_1: Niki, N-I-K-I.

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

Speaker speaker_1: Mm-hmm. 518 Calendell Road, Apartment 209, Greensboro, North Carolina 27406. And date of birth is 11/17/1977.

Speaker speaker_0: You... So we got a good phone number at 336-210-1253?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then your email is nikiah2... I mean, nikiahc2@gmail.com?

Speaker speaker_1: Uh, N-I-K-I-A-H-C2 @gmail.com?

Speaker speaker_0: Yep.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Mind if I put you on a brief hold while I get those ID cards for you?

Speaker speaker_1: Sure, no problem.

Speaker speaker_0: Thank you. Can you hear me, Ms. Henderson?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right. Did you receive... You received those ID cards?

Speaker speaker_1: Okay. Let me check just a minute. I think -

Speaker speaker_0: It'd be from an... It came from an info@benefitsandthecard.com.

Speaker speaker_1: Yes. I did. Um, ID Cards, Hello. Um, and then I just click on the link for... Let me see.

Speaker speaker_0: So it should be all on the website.

Speaker speaker_1: I have something for dental and for vision. Uh, oh. Hold on.

Speaker speaker_0: It should be all your ID cards.

Speaker speaker_1: Oh, okay. Yeah, they're down at the bottom. I'm sorry. I have to download them first.

Speaker speaker_0: Yeah. So the websites you see in your email are the ones you use to find doctors in your area and the places to use to get... to take your insurance.

Speaker speaker_1: Oh. Gotcha. Okay. No problem. I can print these off and then I can have them with me. Thank you so much.

Speaker speaker_0: No problem. Well, was there anything else I could help you with today?

Speaker speaker_1: That was it.

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

Speaker speaker_1: Okay. You too.

Speaker speaker_0: Thank you.

Speaker speaker_1: All right. Bye-bye.