

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi. I'm just calling to see, um, if I could get the ID and group number for our insurance? Which type of company you work for? Um, it's under my husband's name. He works for Superior Skilled Trades. The last four of his Social? 2080. First name? Phillip with one L. Last name? Johnson. Okay. For security purposes, can you verify address and date of birth for me? Oh, sure. His date of birth is 8/27/1980, um, and address is 3140 Highway 115 in Pocahontas, Arkansas. Okay. Excuse me. That your phone number 870-631-2275? That's right. Yes, that's correct. And your email is philiprj27@gmail.com? Yes. All right. Excuse me, all his needed... All his ID cards shipped to him? Or is there something I need? Uh, no, all of them, please. Is there any way I could get it shipped to a different address? Uh, we would have to change the address completely on file. Okay. Okay, that's fine. Is there any way I could just get the information so that we can start seeing doctors? Yes, ma'am. I'm s- I'm gonna send it to his email. You mind if I put you on brief hold while I get that for him? Absolutely. Thank you. Hey, are you there, ma'am? Yes. So was it, was it him on his account that we're making changes, or was it you when making changes? Uh, that was me making changes. Okay, so are you aware that your- the family dependents will not show up on it just yet because the change, the coverage was changed? There's only gonna be you and him that's covered right now? Okay. Okay. Okay. That's fine. I just wanted to make sure that you're aware of that. It does take one to two weeks for those changes to ha- be applied in the system for the dependents to be added. So the ID cards I'm sending you right now will only work for you and him- Okay. ... if you were trying to get your kids, uh, you the insurance. Then you would have to wait one to two weeks for those changes to happen and then call back and get new ID cards shipped again, because the ones I'm sending right now only has you and him on it. Okay, so in two weeks, will I be able to go online and just, um, have the new ID cards downloaded there or do I have to call back in? You would have to call and request them. Okay. Okay, not a problem. All right. I'ma put you on hold again while I get those other cards for you. Okay, thank you. No problem. Hey, are you there, Ms. Johnson? Yes. I, I just sent those ID cards to his email. Okay, thank you. I really appreciate all your help. No problem. Was there anything else that I could help you with today? No, sir. That's it. Oh, thanks for calling Benefits in the Card. I hope you have a great rest of your day. Thank you, you too. Take care. Bye-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. I'm just calling to see, um, if I could get the ID and group number for our insurance?

Speaker speaker_0: Which type of company you work for?

Speaker speaker_1: Um, it's under my husband's name. He works for Superior Skilled Trades.

Speaker speaker_0: The last four of his Social?

Speaker speaker_1: 2080.

Speaker speaker_0: First name?

Speaker speaker_1: Phillip with one L.

Speaker speaker_0: Last name?

Speaker speaker_1: Johnson.

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

Speaker speaker_1: Oh, sure. His date of birth is 8/27/1980, um, and address is 3140 Highway 115 in Pocahontas, Arkansas.

Speaker speaker_0: Okay. Excuse me. That your phone number 870-631-2275?

Speaker speaker_1: That's right. Yes, that's correct.

Speaker speaker_0: And your email is philiprj27@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Excuse me, all his needed... All his ID cards shipped to him? Or is there something I need?

Speaker speaker_1: Uh, no, all of them, please. Is there any way I could get it shipped to a different address?

Speaker speaker_0: Uh, we would have to change the address completely on file.

Speaker speaker_1: Okay. Okay, that's fine. Is there any way I could just get the information so that we can start seeing doctors?

Speaker speaker_0: Yes, ma'am. I'm s- I'm gonna send it to his email. You mind if I put you on brief hold while I get that for him?

Speaker speaker_1: Absolutely.

Speaker speaker_0: Thank you. Hey, are you there, ma'am?

Speaker speaker_1: Yes.

Speaker speaker_0: So was it, was it him on his account that we're making changes, or was it you when making changes?

Speaker speaker_1: Uh, that was me making changes.

Speaker speaker_0: Okay, so are you aware that your- the family dependents will not show up on it just yet because the change, the coverage was changed? There's only gonna be you and him that's covered right now?

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Okay.

Speaker speaker_1: That's fine.

Speaker speaker_0: I just wanted to make sure that you're aware of that. It does take one to two weeks for those changes to ha- be applied in the system for the dependents to be added. So the ID cards I'm sending you right now will only work for you and him-

Speaker speaker_1: Okay.

Speaker speaker_0: ... if you were trying to get your kids, uh, you the insurance. Then you would have to wait one to two weeks for those changes to happen and then call back and get new ID cards shipped again, because the ones I'm sending right now only has you and him on it.

Speaker speaker_1: Okay, so in two weeks, will I be able to go online and just, um, have the new ID cards downloaded there or do I have to call back in?

Speaker speaker_0: You would have to call and request them.

Speaker speaker_1: Okay. Okay, not a problem.

Speaker speaker_0: All right. I'ma put you on hold again while I get those other cards for you.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem. Hey, are you there, Ms. Johnson?

Speaker speaker_1: Yes.

Speaker speaker_0: I, I just sent those ID cards to his email.

Speaker speaker_1: Okay, thank you. I really appreciate all your help.

Speaker speaker_0: No problem. Was there anything else that I could help you with today?

Speaker speaker_1: No, sir. That's it.

Speaker speaker_0: Oh, thanks for calling Benefits in the Card. I hope you have a great rest of your day.

Speaker speaker_1: Thank you, you too.

Speaker speaker_0: Take care.

Speaker speaker_1: Bye-bye.