

Transcript: Malcolm

Nash-6728065650573312-6586488387059712

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is... How may I can help you? Hey. Um, I just wanted to check in. I, I forgot what my health insurance is, uh, under Creative Circle. I know that I pay for it. Um, I'm just trying to look up my information and I was hoping you could help me figure out what it is, so that I can- Last four of your social? It's, uh, 0018. First name? Ryan. Last name? Patterson. All right. For security purposes, can you verify your address and date of birth for me? August 5th, 1995. And, uh, East, uh, East... 521 East Custis Avenue, Alexandria, Virginia. Yes. We got your phone number, 240- Yeah. ... 678-2850. Yes, sir. And your email is ryanp-patterson78@gmail.com? Yeah. Thank you. All right. So it looks like you have the Insure Plus basic, the dental, the life insurance and the vision. Okay. Is it possible to send me, like, the information from that so I can... Is... Do I have, like, a card number or anything that, uh, that I can get? I was trying to find it in my email. I just... I don't know where my card and all my information for it is. Or maybe they would have to send it to me? Yes, sir. Um, we can get that. Do you have- Go ahead. Oh, I was just gonna ask if you have, like, a contact information for them and... Or, or would I, would I need to do- Uh, I was gonna send it to your email. You can send it to me? Okay, that'd be amazing. Thank you. Yeah. So I did want to let you know that you don't have active coverage as of this week. I don't have active... Oh, it's coming up or it's ending? Um, this is showing that you don't have active coverage, make no deduction was taken from last week to pay for this week's coverage. Oh, oh. It's because, yeah, it's because I didn't sign my time sheet. Uh, my time sheet got put in a few hours late so it'll be deducted from my next paycheck. That's usually how it works. Okay. Yeah. I've missed it, I've missed it, like, twice this year and then they double, they double, uh, and take it out from my next paycheck. So, I mean, it was my fault that I accidentally didn't turn it in 'cause of the holidays, didn't turn it in on time. You're fine. So what we're gonna do, um, so you sent your ID card to me. Yeah. Yeah. I just... Yeah. I'm trying to figure out an injury that I had from a few months ago and I just wanted to make sure that I turned in the right information to the, um, to the place that I went to, Urgent Care. I couldn't find my details and I gave them, like, an old card I think, so... Just wanna make sure that everything is properly documented and stuff. I understand. Yeah. Do you mind coming up the store briefly while I get that for you? Yeah, thanks. Thank you. Hey, are you there, Mr. Patterson? Yeah. All right. I just sent bills. I need to go to your email. Yeah. Yes, sir. Thank you so much. Let me check real quick just to make sure I got it. Mm-hmm. Let me check. You sent it to the ryanpatterson78@gmail? Yes, sir. Let me check. Oh, I got it. Perfect. Thanks so much. I really appreciate it. Um, are you guys open or c-... Are you guys closed tomorrow? Yes, sir. We'll be closed till, uh, Thursday. We'll be back open Thursday. Okay. Thanks so much. Have a great, uh, New Year. You too, man. Thank you. All right. Bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in a Card. This is... How may I can help you?

Speaker speaker_2: Hey. Um, I just wanted to check in. I, I forgot what my health insurance is, uh, under Creative Circle. I know that I pay for it. Um, I'm just trying to look up my information and I was hoping you could help me figure out what it is, so that I can-

Speaker speaker_1: Last four of your social?

Speaker speaker_2: It's, uh, 0018.

Speaker speaker_1: First name?

Speaker speaker_2: Ryan.

Speaker speaker_1: Last name?

Speaker speaker_2: Patterson.

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

Speaker speaker_2: August 5th, 1995. And, uh, East, uh, East... 521 East Custis Avenue, Alexandria, Virginia.

Speaker speaker_0: Yes. We got your phone number, 240-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... 678-2850.

Speaker speaker_2: Yes, sir.

Speaker speaker_0: And your email is ryanp-patterson78@gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_0: Thank you. All right. So it looks like you have the Insure Plus basic, the dental, the life insurance and the vision.

Speaker speaker_2: Okay. Is it possible to send me, like, the information from that so I can... Is... Do I have, like, a card number or anything that, uh, that I can get? I was trying to find it in my email. I just... I don't know where my card and all my information for it is. Or maybe they would have to send it to me?

Speaker speaker_0: Yes, sir. Um, we can get that.

Speaker speaker_2: Do you have-

Speaker speaker_0: Go ahead.

Speaker speaker_2: Oh, I was just gonna ask if you have, like, a contact information for them and... Or, or would I, would I need to do-

Speaker speaker_0: Uh, I was gonna send it to your email.

Speaker speaker_2: You can send it to me? Okay, that'd be amazing. Thank you.

Speaker speaker_0: Yeah. So I did want to let you know that you don't have active coverage as of this week.

Speaker speaker_2: I don't have active... Oh, it's coming up or it's ending?

Speaker speaker_0: Um, this is showing that you don't have active coverage, make no deduction was taken from last week to pay for this week's coverage.

Speaker speaker_2: Oh, oh. It's because, yeah, it's because I didn't sign my time sheet. Uh, my time sheet got put in a few hours late so it'll be deducted from my next paycheck. That's usually how it works.

Speaker speaker_0: Okay.

Speaker speaker_2: Yeah. I've missed it, I've missed it, like, twice this year and then they double, they double, uh, and take it out from my next paycheck. So, I mean, it was my fault that I accidentally didn't turn it in 'cause of the holidays, didn't turn it in on time.

Speaker speaker_0: You're fine. So what we're gonna do, um, so you sent your ID card to me.

Speaker speaker_2: Yeah. Yeah. I just... Yeah. I'm trying to figure out an injury that I had from a few months ago and I just wanted to make sure that I turned in the right information to the, um, to the place that I went to, Urgent Care. I couldn't find my details and I gave them, like, an old card I think, so... Just wanna make sure that everything is properly documented and stuff.

Speaker speaker_0: I understand.

Speaker speaker_2: Yeah.

Speaker speaker_0: Do you mind coming up the store briefly while I get that for you?

Speaker speaker_2: Yeah, thanks.

Speaker speaker_0: Thank you.

Speaker speaker_1: Hey, are you there, Mr. Patterson?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. I just sent bills. I need to go to your email.

Speaker speaker_2: Yeah.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Thank you so much. Let me check real quick just to make sure I got it.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Let me check. You sent it to the ryanpatterson78@gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Let me check. Oh, I got it. Perfect. Thanks so much. I really appreciate it. Um, are you guys open or c-... Are you guys closed tomorrow?

Speaker speaker_1: Yes, sir. We'll be closed till, uh, Thursday. We'll be back open Thursday.

Speaker speaker_2: Okay. Thanks so much. Have a great, uh, New Year.

Speaker speaker_1: You too, man. Thank you.

Speaker speaker_2: All right. Bye.

Speaker speaker_1: Bye.