

Transcript: Malcolm

Nash-6752358361776128-4729758806753280

Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi. I'm at the doctor's office, and I haven't received my insurance cards yet. Is there a way I can get, uh, my information from you guys? What status report do you work for? Uh, Ontrak. What's the last four of your social? 4504. First name? Jasmine. Last name? Gunn. And for security purposes, can you verify your address and date of birth for me? 904 L-E-N-O-R-N Court, Nashville, Tennessee 37217. 0601-1989. Thank you. So we got your phone number as 615-630-3200. That's correct. And the email is jasminegunn10@gmail.com? That's correct. All right, so you just need... Which ID cards do you need sent to you? My insurance card... All, all of 'em. I don't have any of 'em. Okay. Ma'am, if I put you on brief hold while I get those for you? I was, uh... Do you have access to my policy number by quick? That's why I- For my medical parts? That's why I need to put you on hold, so I can get you through 'em, ma'am. Okay, great. Okay, cool. All right, take care. Hello? I'm waiting for it now. Thank you. Alright. Are you there, Ms. Gunn? Yes, I did. So I just sent those ID cards to your email. Okay. Thank you so much. Do you need them physically as well? Please. So is that a home or an apartment that you have? A home. So there's no PO box or anything? Correct. All right. Well, that's all I need from you, Ms. Gunn. You can expect your physical cards in up to one to two weeks. Okay. Thank you so much. No problem. Is there anything else I can help you with today? That's all. Well, thanks for calling Benefits in a Card. I hope you have a great rest of your week. Thank you. Take care. Yeah, you too.

Conversation Format

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

Speaker speaker_1: Hi. I'm at the doctor's office, and I haven't received my insurance cards yet. Is there a way I can get, uh, my information from you guys?

Speaker speaker_0: What status report do you work for?

Speaker speaker_1: Uh, Ontrak.

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

Speaker speaker_1: 4504.

Speaker speaker_0: First name?

Speaker speaker_1: Jasmine.

Speaker speaker_0: Last name?

Speaker speaker_1: Gunn.

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

Speaker speaker_1: 904 L-E-N-O-R-N Court, Nashville, Tennessee 37217. 0601-1989.

Speaker speaker_0: Thank you. So we got your phone number as 615-630-3200.

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email is jasminegunn10@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: All right, so you just need... Which ID cards do you need sent to you?

Speaker speaker_1: My insurance card... All, all of 'em. I don't have any of 'em.

Speaker speaker_0: Okay. Ma'am, if I put you on brief hold while I get those for you?

Speaker speaker_1: I was, uh... Do you have access to my policy number by quick?

Speaker speaker_0: That's why I-

Speaker speaker_1: For my medical parts?

Speaker speaker_0: That's why I need to put you on hold, so I can get you through 'em, ma'am.

Speaker speaker_1: Okay, great. Okay, cool.

Speaker speaker_0: All right, take care.

Speaker speaker_3: Hello? I'm waiting for it now. Thank you. Alright.

Speaker speaker_0: Are you there, Ms. Gunn?

Speaker speaker_1: Yes, I did.

Speaker speaker_0: So I just sent those ID cards to your email.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: Do you need them physically as well?

Speaker speaker_1: Please.

Speaker speaker_0: So is that a home or an apartment that you have?

Speaker speaker_1: A home.

Speaker speaker_0: So there's no PO box or anything?

Speaker speaker_1: Correct.

Speaker speaker_0: All right. Well, that's all I need from you, Ms. Gunn. You can expect your physical cards in up to one to two weeks.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: No problem. Is there anything else I can help you with today?

Speaker speaker_1: That's all.

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

Speaker speaker_1: Thank you.

Speaker speaker_0: Take care.

Speaker speaker_1: Yeah, you too.