

## **Transcript: Malcolm**

**Nash-4670999433789440-5856180375076864**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hey, I was wondering if our, uh, virtual cards were ready yet. Um, my kids have a doctor's appointment tomorrow. I know it was effective on the 16th, but we still haven't been able to view the cards that I've been able to see. What staffing company do you work for? Um, it's my husband. He works for, uh, Crown Services. Are you on his coverage? Yeah. And what's the last four of your Social? Uh, 1661. And what's his first name? Michael. Last name? Kardashi. For security purposes, can you verify address and date of birth for me? Sure. It's 3540 Red Oak Court, Orange Park, Florida, 32073. And his date of birth is January 10th, 1986. Thank you. Ma'am, if I put you on the brief hold while I see if the cards are available? Okay. Hi, are you there, ma'am? Yes, I am here. So is the email mcardashi1986@gmail.com, that a good email to send it to? Uh, yeah, that's my husband's email. Okay. So, can I send the medical card to the email? To get your FreeRx card, have y'all registered in this FreeRx account? Uh, no, I didn't even know that was a thing. All right. So yeah, the... You want to go to the FreeRx website and claim the membership and then you'll receive your ID card for FreeRx. Oh. Um, do you put in the information on the medical card and it, it brings that up or? No, ma'am. So you will go to the website and you're going to hit Member Login and you're going to hit New User Registration. And then you're just going to put your first name, last... Or his first name, last name, email and Social Security. And then he'll give him access to this account. Okay. All right. Well, is there anything else I can help you with today, Ms. Kardashi? Um, so it's... Everything's effective, right? Like, everything's working now? Yeah, yes, ma'am. Okay. It's been effective the 16th. Okay. All right. Thank you so much. No problem. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. You too. Thank you.

### **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 Malcolm. How can I help you?

Speaker speaker\_2: Hey, I was wondering if our, uh, virtual cards were ready yet. Um, my kids have a doctor's appointment tomorrow. I know it was effective on the 16th, but we still haven't been able to view the cards that I've been able to see.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: Um, it's my husband. He works for, uh, Crown Services.

Speaker speaker\_1: Are you on his coverage?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And what's the last four of your Social?

Speaker speaker\_2: Uh, 1661.

Speaker speaker\_1: And what's his first name?

Speaker speaker\_2: Michael.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Kardashi.

Speaker speaker\_1: For security purposes, can you verify address and date of birth for me?

Speaker speaker\_2: Sure. It's 3540 Red Oak Court, Orange Park, Florida, 32073. And his date of birth is January 10th, 1986.

Speaker speaker\_1: Thank you. Ma'am, if I put you on the brief hold while I see if the cards are available?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Hi, are you there, ma'am?

Speaker speaker\_2: Yes, I am here.

Speaker speaker\_1: So is the email mcardashi1986@gmail.com, that a good email to send it to?

Speaker speaker\_2: Uh, yeah, that's my husband's email.

Speaker speaker\_1: Okay. So, can I send the medical card to the email? To get your FreeRx card, have y'all registered in this FreeRx account?

Speaker speaker\_2: Uh, no, I didn't even know that was a thing.

Speaker speaker\_1: All right. So yeah, the... You want to go to the FreeRx website and claim the membership and then you'll receive your ID card for FreeRx.

Speaker speaker\_2: Oh. Um, do you put in the information on the medical card and it, it brings that up or?

Speaker speaker\_1: No, ma'am. So you will go to the website and you're going to hit Member Login and you're going to hit New User Registration. And then you're just going to put your first name, last... Or his first name, last name, email and Social Security. And then he'll give him access to this account.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Well, is there anything else I can help you with today, Ms. Kardashi?

Speaker speaker\_2: Um, so it's... Everything's effective, right? Like, everything's working now?

Speaker speaker\_1: Yeah, yes, ma'am.

Speaker speaker\_2: Okay.

Speaker speaker\_1: It's been effective the 16th.

Speaker speaker\_2: Okay. All right. Thank you so much.

Speaker speaker\_1: No problem. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker\_2: You too.

Speaker speaker\_1: Thank you.