

## Transcript: Malcolm

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### Full Transcript

Benefits in a Card, this is Malcolm. How can I help you? Hi, Malcolm. Uh, I'm an HSS employee and I was trying to enroll but it said that the, it was disabled on the website and that I had to call. Wait, you said what, HSS? Yes. All right, what's the last four of your social? 4765. Say that one more time? 4-7-6-5. First name? Nicholas. Last name? Russell, R-U-S-S-E-L-L. All right. For security purposes, can you verify your address and date of birth for me? Yes. Uh, 531 Cashmere Place, 78237 San Antonio, Texas. And date of birth is 09/24/95. Thank you. And we got your phone number, 210-727-1664. You got it correct. And your email is nick6635@gmail.com? Correct. Mm-hmm. All right. So how can I help you today, Mr. Russell? Uh, uh, did I, was there anything I needed to do to activate my benefits or was the card already shipped out? Yes, sir. So your coverage just became active today, so your ID cards will begin getting processed today. Okay. It'll take 24 to 48 hours for digital cards to be available, so if you need a digital copy- Gotcha. ... I would recommend calling back around Thursday or Friday. But the physical copies will get to you in one to two weeks. Oh, okay. Uh, yeah, no, I was basically just, uh, checking in, making sure that I was doing the right steps to make sure it's active and everything. Yeah. Thank you. Yeah, yeah. It's just active, it became active as of today. Okay. And then, uh, y'all are shipping the cards to, uh, my home address, correct? Yes, sir, the 50, the 531 Cashmere Place. Cashmere Place, okay. Is that a home or apartment? No, that's a, that's a home. That's a home. All right. Well, thank you, Malcolm. Malcolm or Michael? Mal- Uh, Malcolm. Malcolm, yeah. Thank you, Malcolm. You've been, uh, uh, very helpful and, uh, thank you. No problem, Mr. Russell. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. Yes, sir. You as well. Thank you. Thank you.

### Conversation Format

Speaker speaker\_0: Benefits in a Card, this is Malcolm. How can I help you?

Speaker speaker\_1: Hi, Malcolm. Uh, I'm an HSS employee and I was trying to enroll but it said that the, it was disabled on the website and that I had to call.

Speaker speaker\_0: Wait, you said what, HSS?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right, what's the last four of your social?

Speaker speaker\_1: 4765.

Speaker speaker\_0: Say that one more time?

Speaker speaker\_1: 4-7-6-5.

Speaker speaker\_0: First name?

Speaker speaker\_1: Nicholas.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Russell, R-U-S-S-E-L-L.

Speaker speaker\_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Yes. Uh, 531 Cashmere Place, 78237 San Antonio, Texas. And date of birth is 09/24/95.

Speaker speaker\_0: Thank you. And we got your phone number, 210-727-1664.

Speaker speaker\_1: You got it correct.

Speaker speaker\_0: And your email is nick6635@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Mm-hmm. All right. So how can I help you today, Mr. Russell?

Speaker speaker\_1: Uh, uh, did I, was there anything I needed to do to activate my benefits or was the card already shipped out?

Speaker speaker\_0: Yes, sir. So your coverage just became active today, so your ID cards will begin getting processed today.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It'll take 24 to 48 hours for digital cards to be available, so if you need a digital copy-

Speaker speaker\_1: Gotcha.

Speaker speaker\_0: ... I would recommend calling back around Thursday or Friday. But the physical copies will get to you in one to two weeks.

Speaker speaker\_1: Oh, okay. Uh, yeah, no, I was basically just, uh, checking in, making sure that I was doing the right steps to make sure it's active and everything.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Yeah, yeah. It's just active, it became active as of today.

Speaker speaker\_1: Okay. And then, uh, y'all are shipping the cards to, uh, my home address, correct?

Speaker speaker\_0: Yes, sir, the 50, the 531 Cashmere Place.

Speaker speaker\_1: Cashmere Place, okay.

Speaker speaker\_0: Is that a home or apartment?

Speaker speaker\_1: No, that's a, that's a home. That's a home. All right. Well, thank you, Malcolm. Malcolm or Michael?

Speaker speaker\_0: Mal- Uh, Malcolm.

Speaker speaker\_1: Malcolm, yeah. Thank you, Malcolm. You've been, uh, uh, very helpful and, uh, thank you.

Speaker speaker\_0: No problem, Mr. Russell. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker\_1: Yes, sir. You as well. Thank you.

Speaker speaker\_0: Thank you.