

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, my name is Tiffany Owens. I work for, uh, MAU Magna and I was calling to see how I was, uh, about getting my benefit cards, my insurance cards. And what's the last four of your social? 2304. Okay, 2304? Yes. First name? Tiffany. You said Tiffany? Yes. Is that T-I-F-F-A-N-Y? Yes. And last name? Owens, O-W-E-N-S. Are you a brand new hire? I started on the 25th of April. You have a... Did you ever have a different last name? Nope, it's Tiffany Owens. You said last... 2304? 2304, yes. Hmm. Not showing up in our system. And the benefits- Let me re- ... the payments are being taken out of my, uh, check. All right. You said the last four is 2304? Yes. Let's see. For some reason you're not showing up in our system. You said last name was Owens? Yes. Your address? 209 River Breeze Road, Greenville, South Carolina 29611. Has your last name ever been Young? Yes, it has. Okay. So if they got you in here as Tiffany Young, for security purposes, can you verify your address and date of birth for me? 209 River Breeze Road, Greenville, South Carolina 29611. Date of birth, 8/3/79. Thank you. So we got your phone number, 864-325-6034? 1034, yes. And your email is tifa1879@gmail.com? Yes. All right. So you just need your ID cards sent to you? Yeah. Okay. You mind if I put you on pre-pro? Will they get those for you? Um, that... It won't be Tiffany Young, will it? Because I'm- It will be. ... no longer my last name. Okay, so what I'm going to have to do, I'm going to have to order you new cards then. Yeah, because- What's your new last name? ... it says here Tiffany Owens. I don't see how y'all have Tiffany Young. All right. Excuse me? I was just asking what the last name was again. So what I'm going to have to do, I'm going to have to order you new ID cards. Okay. And that will take one to two weeks. And it takes 24 to 48 hours for them to update in the system digit- uh, for the digital ones. Mm-hmm. So I would recommend calling back around Wednesday or Thursday and seeing if they got it updated in the system. We can get the new ID cards shipped to you. Okay. All right. Well, is there anything else I can help you with today, Ms. Owens? No, that'll be all. All right then. If there's nothing else- All right. ... thanks for calling Benefits in a Card. I hope you have a great rest of your week. Thank you. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Hi, my name is Tiffany Owens. I work for, uh, MAU Magna and I was calling to see how I was, uh, about getting my benefit cards, my insurance cards.

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

Speaker speaker_1: 2304.

Speaker speaker_0: Okay, 2304?

Speaker speaker_1: Yes.

Speaker speaker_0: First name?

Speaker speaker_1: Tiffany.

Speaker speaker_0: You said Tiffany?

Speaker speaker_1: Yes.

Speaker speaker_0: Is that T-I-F-F-A-N-Y?

Speaker speaker_1: Yes.

Speaker speaker_0: And last name?

Speaker speaker_1: Owens, O-W-E-N-S.

Speaker speaker_0: Are you a brand new hire?

Speaker speaker_1: I started on the 25th of April.

Speaker speaker_0: You have a... Did you ever have a different last name?

Speaker speaker_1: Nope, it's Tiffany Owens.

Speaker speaker_0: You said last... 2304?

Speaker speaker_1: 2304, yes.

Speaker speaker_0: Hmm. Not showing up in our system.

Speaker speaker_1: And the benefits-

Speaker speaker_0: Let me re-

Speaker speaker_1: ... the payments are being taken out of my, uh, check.

Speaker speaker_0: All right. You said the last four is 2304?

Speaker speaker_1: Yes.

Speaker speaker_0: Let's see. For some reason you're not showing up in our system. You said last name was Owens?

Speaker speaker_1: Yes.

Speaker speaker_0: Your address?

Speaker speaker_1: 209 River Breeze Road, Greenville, South Carolina 29611.

Speaker speaker_0: Has your last name ever been Young?

Speaker speaker_1: Yes, it has.

Speaker speaker_0: Okay. So if they got you in here as Tiffany Young, for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 209 River Breeze Road, Greenville, South Carolina 29611. Date of birth, 8/3/79.

Speaker speaker_0: Thank you. So we got your phone number, 864-325-6034?

Speaker speaker_1: 1034, yes.

Speaker speaker_0: And your email is tifa1879@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So you just need your ID cards sent to you?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. You mind if I put you on pre-pro? Will they get those for you?

Speaker speaker_1: Um, that... It won't be Tiffany Young, will it? Because I'm-

Speaker speaker_0: It will be.

Speaker speaker_1: ... no longer my last name.

Speaker speaker_0: Okay, so what I'm going to have to do, I'm going to have to order you new cards then.

Speaker speaker_1: Yeah, because-

Speaker speaker_0: What's your new last name?

Speaker speaker_1: ... it says here Tiffany Owens. I don't see how y'all have Tiffany Young.

Speaker speaker_0: All right.

Speaker speaker_1: Excuse me?

Speaker speaker_0: I was just asking what the last name was again. So what I'm going to have to do, I'm going to have to order you new ID cards.

Speaker speaker_1: Okay.

Speaker speaker_0: And that will take one to two weeks. And it takes 24 to 48 hours for them to update in the system digit- uh, for the digital ones.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So I would recommend calling back around Wednesday or Thursday and seeing if they got it updated in the system. We can get the new ID cards shipped to you.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Well, is there anything else I can help you with today, Ms. Owens?

Speaker speaker_1: No, that'll be all.

Speaker speaker_0: All right then. If there's nothing else-

Speaker speaker_1: All right.

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

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you.