

## **Transcript: Malcolm**

**Nash-5363479747018752-4947234484699136**

### **Full Transcript**

Hello. It's from Benefits in a Card. This is Malcolm. How can I help you? Uh, hi, Malcolm. My name is Darcya Tucker. Um, I've been paying you all... Well, i- it's been getting taken out of my check for Benefits in a Card, but I haven't received any cards in the mail or any emails to set up an account or anything like that. And I was trying to get doctor's appointments set up. What doc- what staffing company do you work for? Um, MAU. Last four of your social? 8647. Let me see, first name? D-A-R-C-Y-A. Last name? Tucker. T-U-C-K-E-R. All right. For security purposes, can you verify your address and date of birth for me? 220 Peachtree Street, LaGrange, Georgia 30240, born 15/92. Thank you. Now, do you live in a home or an apartment? Uh, I'm in a home. And you don't have a PO box or anything? No, sir. All right. We got your phone number as 706-333-8893? Yes, sir. And then your email is darcytucker@gmail.com? Yes, sir, it is. Thank you. All right. So you should receive your ID cards by now. I, I thought so too, but it's, it's crazy because I, I gotta figure out who else is, um, um, paying for insurance because a company called Oscar has sent me cards and had me set up an account and all of that, and I don't know who they are. So I've got to go account for that because I've actually been thinking that, the whole time, that that's my insurance. All right. So what I'm gonna do, I'm gonna put in a request for them to be sent, sent physically. I'm also going to send them digitally. You mind if I put you on a brief hold while I get all that done for you? No, sir. Thank you. Okay. There we go. Are you there, Ms. Tucker? Hi. How are you? Thank you. No problem. So I did just send those ID cards to your email. Could you confirm that you received them? I did. I did. All right. So those, those are all the cards I was able to find. It will take one to two weeks for the physical copies to get to you. Okay. Then that will be perfect, perfectly fine. As long as I have these physical... Me- these, these ones. I can send those through their, to their email. So thank you so much. No problem, Ms. Tucker. So, uh, can I... H- how do you spell your first name? I just want to verify it is spelled correctly. D-A-R-C-Y-A. Okay. And y- you never had a different first name, did you? Never. Okay. I just wanted to make sure. Okay. Well, is there anything else I can help you with today, Ms. Tucker? Actually, I do have one more question. Um, hurting a little bit would be helpful. Okay. So you... What's your middle name? There's two different ones. It says U- Uniqua Rene. Is that correct? Yes. Yes, sir. And how is that spelled? U-N-I-Q-U-A R-E-N-E-A. All right. Just wanted to make sure every... all the information was correct. Thank you so much. No problem, Ms. Tucker. If there's nothing else, thanks for calling Benefits in a Card. Hope you have a great rest of your week. You as well. Thank you. Have a blessed day. Thank you.

### **Conversation Format**

Speaker speaker\_0: Hello. It's from Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Uh, hi, Malcolm. My name is Darcya Tucker. Um, I've been paying you all... Well, i- it's been getting taken out of my check for Benefits in a Card, but I haven't received any cards in the mail or any emails to set up an account or anything like that. And I was trying to get doctor's appointments set up.

Speaker speaker\_0: What doc- what staffing company do you work for?

Speaker speaker\_1: Um, MAU.

Speaker speaker\_0: Last four of your social?

Speaker speaker\_1: 8647.

Speaker speaker\_0: Let me see, first name?

Speaker speaker\_1: D-A-R-C-Y-A.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Tucker. T-U-C-K-E-R.

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

Speaker speaker\_1: 220 Peachtree Street, LaGrange, Georgia 30240, born 15/92.

Speaker speaker\_0: Thank you. Now, do you live in a home or an apartment?

Speaker speaker\_1: Uh, I'm in a home.

Speaker speaker\_0: And you don't have a PO box or anything?

Speaker speaker\_1: No, sir.

Speaker speaker\_0: All right. We got your phone number as 706-333-8893?

Speaker speaker\_1: Yes, sir.

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

Speaker speaker\_1: Yes, sir, it is.

Speaker speaker\_0: Thank you. All right. So you should receive your ID cards by now.

Speaker speaker\_1: I, I thought so too, but it's, it's crazy because I, I gotta figure out who else is, um, um, paying for insurance because a company called Oscar has sent me cards and had me set up an account and all of that, and I don't know who they are. So I've got to go account for that because I've actually been thinking that, the whole time, that that's my insurance.

Speaker speaker\_0: All right. So what I'm gonna do, I'm gonna put in a request for them to be sent, sent physically. I'm also going to send them digitally. You mind if I put you on a brief hold while I get all that done for you?

Speaker speaker\_1: No, sir.

Speaker speaker\_0: Thank you.

Speaker speaker\_2: Okay. There we go.

Speaker speaker\_0: Are you there, Ms. Tucker?

Speaker speaker\_2: Hi. How are you? Thank you.

Speaker speaker\_0: No problem. So I did just send those ID cards to your email. Could you confirm that you received them?

Speaker speaker\_2: I did. I did.

Speaker speaker\_0: All right. So those, those are all the cards I was able to find. It will take one to two weeks for the physical copies to get to you.

Speaker speaker\_2: Okay. Then that will be perfect, perfectly fine. As long as I have these physical... Me- these, these ones. I can send those through their, to their email. So thank you so much.

Speaker speaker\_0: No problem, Ms. Tucker. So, uh, can I... H- how do you spell your first name? I just want to verify it is spelled correctly.

Speaker speaker\_2: D-A-R-C-Y-A.

Speaker speaker\_0: Okay. And y- you never had a different first name, did you?

Speaker speaker\_2: Never.

Speaker speaker\_0: Okay. I just wanted to make sure. Okay. Well, is there anything else I can help you with today, Ms. Tucker? Actually, I do have one more question.

Speaker speaker\_2: Um, hurting a little bit would be helpful. Okay.

Speaker speaker\_0: So you... What's your middle name? There's two different ones. It says U- Uniqua Rene. Is that correct?

Speaker speaker\_2: Yes. Yes, sir.

Speaker speaker\_0: And how is that spelled?

Speaker speaker\_2: U-N-I-Q-U-A R-E-N-E-A.

Speaker speaker\_0: All right. Just wanted to make sure every... all the information was correct.

Speaker speaker\_2: Thank you so much.

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

Speaker speaker\_2: You as well. Thank you. Have a blessed day.

Speaker speaker\_0: Thank you.