

## **Transcript: Malcolm**

**Nash-5415219896041472-5949643649761280**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, this is My name is Master McCardle. How can I help you? Um, yes, my name is Travis McCallum and I was calling because I haven't received my benefit card yet and I wanted to- What staffing company do you work for, sir? Make-a-Port. What's the last four of your social? 3902. First name? Travis. Last name? McCallum. And for security purposes, can you verify your address and date of birth for me? Date of birth 11/13/1980. Address, 10373 NC Highway 130 Bypass Trailer 14, Fairmont, North Carolina 28340. Thank you. And so are you referring to your FreeRx card when you say you haven't received a card yet? Yes. All right. So you go- what you want to do, you want to go to FreeRx website and I'm assuming you haven't claimed or anything to the account yet? Um, no, I haven't claimed no account or anything like that. Okay. So yeah, you want to go to FreeRx website and you want to hit member login and you want to hit new user registration. And you're going to put your first name, your last name, your social security and an email address. Okay. And then once you complete that process, you'll get your login, you'll get your ID card once you log in. I wished the lady would've told me that when I called in December. Okay. Well, I thank you for all the information, sir. No problem, Mr. Travis. Did you need, did you want me to walk you through the process or did you, would you have been able to handle that? Um, you said all I got to do is go to the FreeRx website, correct? Yes, sir. You go to the FreeRx website, you're going to hit member login, then you're going to hit new users registration. Then it's going to ask for your first name, last name, email and your social security number. And then you're going to hit start registration and then it should... Then you just follow through that process and you'll get your ID card once you've finished. Awesome. Awesome. I think I can, um, do that. Thank you so much. No problem, Mr. Travis. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your day. Thank you. You do the same. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, this is

Speaker speaker\_3: My name is Master McCardle. How can I help you?

Speaker speaker\_2: Um, yes, my name is Travis McCallum and I was calling because I haven't received my benefit card yet and I wanted to-

Speaker speaker\_3: What staffing company do you work for, sir?

Speaker speaker\_2: Make-a-Port.

Speaker speaker\_3: What's the last four of your social?

Speaker speaker\_2: 3902.

Speaker speaker\_3: First name?

Speaker speaker\_2: Travis.

Speaker speaker\_3: Last name?

Speaker speaker\_2: McCallum.

Speaker speaker\_3: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Date of birth 11/13/1980. Address, 10373 NC Highway 130 Bypass Trailer 14, Fairmont, North Carolina 28340.

Speaker speaker\_3: Thank you. And so are you referring to your FreeRx card when you say you haven't received a card yet?

Speaker speaker\_2: Yes.

Speaker speaker\_3: All right. So you go- what you want to do, you want to go to FreeRx website and I'm assuming you haven't claimed or anything to the account yet?

Speaker speaker\_2: Um, no, I haven't claimed no account or anything like that.

Speaker speaker\_3: Okay. So yeah, you want to go to FreeRx website and you want to hit member login and you want to hit new user registration. And you're going to put your first name, your last name, your social security and an email address.

Speaker speaker\_2: Okay.

Speaker speaker\_3: And then once you complete that process, you'll get your login, you'll get your ID card once you log in.

Speaker speaker\_2: I wished the lady would've told me that when I called in December. Okay. Well, I thank you for all the information, sir.

Speaker speaker\_3: No problem, Mr. Travis. Did you need, did you want me to walk you through the process or did you, would you have been able to handle that?

Speaker speaker\_2: Um, you said all I got to do is go to the FreeRx website, correct?

Speaker speaker\_3: Yes, sir. You go to the FreeRx website, you're going to hit member login, then you're going to hit new users registration. Then it's going to ask for your first name, last name, email and your social security number. And then you're going to hit start registration and then it should... Then you just follow through that process and you'll get your ID card once you've finished.

Speaker speaker\_2: Awesome. Awesome. I think I can, um, do that. Thank you so much.

Speaker speaker\_3: No problem, Mr. Travis. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your day.

Speaker speaker\_2: Thank you. You do the same.

Speaker speaker\_3: Thank you.