

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hi, Malcolm. Um, I need to get my name updated on my card because they left out a letter. Okay. What's, that's a D4? Uh, it's through The Resource. What's the last four of your social? 5514. First name? Errol. It should be E-R-R-O-L and it's spelled E-R-R-O. You said, The Resource Company? Yes. And the last four is 5514? Yes. You're not showing up in our system. All right, look under my wife, Karen Morton. I'm under her plan. Is she with The Resource Company as well? Yes. How do you spell her name? K-A-R-E-N M-O-R-T-O-N. Morton, like salt. All right. For security purposes, can you verify the address and date of birth for me? Absolutely. Um, it's 112 Timber Creek Court, uh, King, North Carolina, 27021. Do you need my birthday or hers? It'll be her day since it's under her account. Okay, 3/21/69. Thank you. All right. So how do you spell your name? Can you say that? It should be E as in Edward, R as in Robert, R as in Robert, O as in Oscar, L as in Larry. Thank you. Hmm. Yeah, I see where they left out the O. Yeah. Hey, do you mind if I put you on a brief hold? No, go ahead. Thank you. Okay. Hey, are you there, Mr. Morton? Okay. Hey, so just please be advised that it does take 24 hours for them to be able to update the information on their side. No problem. When will we be getting, um, when will we be getting our cards, do you know? So did she, has she called in a request a physical medical card be sent? Um, I don't think so. So she would have to call in a request a physical card be sent. Otherwise, it's something sent via email. Looks like her coverage just became active as of today. Okay. It does take one to two weeks for physical cards to get through physically. But if she wanted a physical medical card- Mm-hmm. ... she would have to call in a request to be sent. Otherwise- Okay, otherwise, it'll be on the web... I'm sorry? 'Cause it, otherwise it's only sent via email. Oh, okay. So the, the cards will be listed on the email with the correct name? It should, 'cause it does, like I said, your, well, her coverage just became active as of today. So it does take them- Okay. ... 24 hours for it to update your information. Okay. And you, you wouldn't receive a separate card. You would just be under her, her name. So you would use the same card as her. Oh, okay. All right, gotcha. All right. Well, was there anything else I can help you with today, Mr. Morton? No, I appreciate you fix- fixing that for me. Thank you. No problem, Mr. Morton. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week, man. All right, you too. Take care. Thank you. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker\_1: Hi, Malcolm. Um, I need to get my name updated on my card because they left out a letter.

Speaker speaker\_0: Okay. What's, that's a

Speaker speaker\_2: D4?

Speaker speaker\_1: Uh, it's through The Resource.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 5514.

Speaker speaker\_0: First name?

Speaker speaker\_1: Errol. It should be E-R-R-O-L and it's spelled E-R-R-O.

Speaker speaker\_0: You said, The Resource Company?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the last four is 5514?

Speaker speaker\_1: Yes.

Speaker speaker\_0: You're not showing up in our system.

Speaker speaker\_1: All right, look under my wife, Karen Morton. I'm under her plan.

Speaker speaker\_0: Is she with The Resource Company as well?

Speaker speaker\_1: Yes.

Speaker speaker\_0: How do you spell her name?

Speaker speaker\_1: K-A-R-E-N M-O-R-T-O-N. Morton, like salt.

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

Speaker speaker\_1: Absolutely. Um, it's 112 Timber Creek Court, uh, King, North Carolina, 27021. Do you need my birthday or hers?

Speaker speaker\_0: It'll be her day since it's under her account.

Speaker speaker\_1: Okay, 3/21/'69.

Speaker speaker\_0: Thank you. All right. So how do you spell your name? Can you say that?

Speaker speaker\_1: It should be E as in Edward, R as in Robert, R as in Robert, O as in Oscar, L as in Larry.

Speaker speaker\_0: Thank you. Hmm. Yeah, I see where they left out the O. Yeah. Hey, do you mind if I put you on a brief hold?

Speaker speaker\_1: No, go ahead. Thank you.

Speaker speaker\_0: Okay. Hey, are you there, Mr. Morton?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Hey, so just please be advised that it does take 24 hours for them to be able to update the information on their side.

Speaker speaker\_1: No problem. When will we be getting, um, when will we be getting our cards, do you know?

Speaker speaker\_0: So did she, has she called in a request a physical medical card be sent?

Speaker speaker\_1: Um, I don't think so.

Speaker speaker\_0: So she would have to call in a request a physical card be sent. Otherwise, it's something sent via email. Looks like her coverage just became active as of today.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It does take one to two weeks for physical cards to get through physically. But if she wanted a physical medical card-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... she would have to call in a request to be sent. Otherwise-

Speaker speaker\_1: Okay, otherwise, it'll be on the web... I'm sorry?

Speaker speaker\_0: 'Cause it, otherwise it's only sent via email.

Speaker speaker\_1: Oh, okay. So the, the cards will be listed on the email with the correct name?

Speaker speaker\_0: It should, 'cause it does, like I said, your, well, her coverage just became active as of today. So it does take them-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... 24 hours for it to update your information.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And you, you wouldn't receive a separate card. You would just be under her, her name. So you would use the same card as her.

Speaker speaker\_1: Oh, okay. All right, gotcha.

Speaker speaker\_0: All right. Well, was there anything else I can help you with today, Mr. Morton?

Speaker speaker\_1: No, I appreciate you fix- fixing that for me. Thank you.

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

Speaker speaker\_1: All right, you too. Take care.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Bye-bye.