

## **Transcript: Malcolm**

**Nash-5975393262583808-4719607001595904**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, so benefits and the card, this is Malcolm. How can I help you? Yes, hi, Malcolm. My name is Tonya Nica Noel, and I was trying to see how I can get my actual benefit card. What staffing company do you work for? I work for TRC. What's the last four of your Social? 5501. Mm-hmm. First name? Tonya Nica. Last name? Noel. All right. For security purposes, can you verify your address and date of birth for me? Yes. 3630, 3635 Cash Drive, Apartment G, uh, that's in George, Winston-Salem, 27107. Date of birth, 12-26-75. Yeah. So we got your phone number, 540-632-9959? Correct. Okay. pnfit540@yahoo.com? Yes. You said pn540, correct? Yes, ma'am. All right, so it looks like your coverage just became active as of today. Mm-hmm. Typically a digital version would be available around Thursday or Friday, and your physicals will come in the mail one to two weeks from today's date. Oh, okay. I just got the email, so I wasn't for sure. Um, so you said I should receive the cards then at... um, but I can't make an appointment until I receive those cards? No, so your coverage is active. You would just have to file a claim if you wanted to use your card before you had the information. Mm-hmm. But your physical cards- Oh, okay. ... take one to two weeks to get the, an activation. Okay. All righty then. Thank you. No problem. If you wanted digital copies of your cards, I would recommend calling back around Thursday or Friday to see if they're available. Typically they are- Mm-hmm. ... available around that time. Other than that, your physical cards will take one to two weeks to get to you. Okay. All right. Thank you. No problem. Is there anything else I can help you with today, Ms. Noel? No, that's all. All right, if there's nothing else, thanks for calling Benefits in the Card Office. You have a great rest of your week. You too. Bye-bye. See you.

### **Conversation Format**

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

Speaker speaker\_1: Hey, so benefits and the card, this is Malcolm. How can I help you?

Speaker speaker\_2: Yes, hi, Malcolm. My name is Tonya Nica Noel, and I was trying to see how I can get my actual benefit card.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: I work for TRC.

Speaker speaker\_1: What's the last four of your Social?

Speaker speaker\_2: 5501.

Speaker speaker\_1: Mm-hmm. First name?

Speaker speaker\_2: Tonya Nica.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Noel.

Speaker speaker\_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Yes. 3630, 3635 Cash Drive, Apartment G, uh, that's in George, Winston-Salem, 27107. Date of birth, 12-26-75.

Speaker speaker\_1: Yeah. So we got your phone number, 540-632-9959?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. pnfit540@yahoo.com?

Speaker speaker\_2: Yes. You said pn540, correct?

Speaker speaker\_1: Yes, ma'am. All right, so it looks like your coverage just became active as of today.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Typically a digital version would be available around Thursday or Friday, and your physicals will come in the mail one to two weeks from today's date.

Speaker speaker\_2: Oh, okay. I just got the email, so I wasn't for sure. Um, so you said I should receive the cards then at... um, but I can't make an appointment until I receive those cards?

Speaker speaker\_1: No, so your coverage is active. You would just have to file a claim if you wanted to use your card before you had the information.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: But your physical cards-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... take one to two weeks to get the, an activation.

Speaker speaker\_2: Okay. All righty then. Thank you.

Speaker speaker\_1: No problem. If you wanted digital copies of your cards, I would recommend calling back around Thursday or Friday to see if they're available. Typically they are-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... available around that time. Other than that, your physical cards will take one to two weeks to get to you.

Speaker speaker\_2: Okay. All right. Thank you.

Speaker speaker\_1: No problem. Is there anything else I can help you with today, Ms. Noel?

Speaker speaker\_2: No, that's all.

Speaker speaker\_1: All right, if there's nothing else, thanks for calling Benefits in the Card Office. You have a great rest of your week.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: See you.