

## **Transcript: Malcolm**

**Nash-6144183299653632-6158404607459328**

### **Full Transcript**

... it's a con, it's on the card. This is Malcolm, how can I help you? Hey, Malcolm. Um, my name's Matthew Wilson and I just became a new member, um, and when I was, got the notification, it came through as my wife is the head of the, the plan, and I'm not listed anywhere, but my kids are listed as dependents. I'm not sure if, when I was signed up, if I just did it incorrectly. Uh, but you have my email address and everything, but for some reason it, uh, listed my wife as the, uh, the head of the account. What staffing company do you work for? Um, let me see here. Uh, BGSS. What's your last four on your social? 6-9-3-2. Say it one more time? 6-9-3-2. First name? Matthew. Last name? Wilson. Okay. For security purposes, can you verify your address and date of birth for me? Uh, 4514 Springside Lane, Charlotte, North Carolina 28226. Birthday is March 16th, 1972. Thank you. Your phone number is 249-1588? Correct. And your email is mrw31672@gmail.com? Correct. Thank you. So is she working... Does she work for BZ Staffing as well? She does not. So, so it shouldn't, it shouldn't be under her name if she's I- under your name. Correct. So you, so what, you're saying when you go try to use it, they're saying that it's under her name? I'm confu- I'm confused on what exactly... Well, I, I got an, I got the email this morning saying that, you know, I was approved and qu- when I went into it, a, you know, new benefit announcement was the, was the title of the email. And when I went into, to the account, opened it up, it had her listed, her name listed as, uh, the per- the- You know what? ... head of the account. I, I think what you did, I think you opened her account, her, her, because she does get an email for the virtual version. Okay. So you might have just opened it- Okay, she gets one as well? ... for her, you might, you might have entered the one that was intended for her to, so she can log in to her account. Which, you should have your own, because you're the, they wouldn't be able to have coverage without you, without you- Right. So it's, it's definitely under your name. Yeah, I just haven't gotten the email yet. So what email are you looking for? Because you wouldn't receive an email. Oh, I wouldn't receive any mo- Uh- Do I get- Yes. Do I, do I get, like, a card in the mail or anything, or? Yes, sir. Those are sent one to two weeks from the week your coverage became active, which your coverage just became active as of today. Okay. So if something, like... The reason why I'm asking is my son plays football, uh- Okay. ... and I, I'm concerned about not having a card for him in case he gets injured in practice or something. And I was wondering if, if can you go online and print them off, or anything like that, or... Yes, sir. So it takes, like I said, your coverage just became active today. It takes one to two weeks for your ID cards to get to you physically. If you wanted a digital copy, which you'll be able to print out, you can call back around Thursday or Friday. Typically that's when they become available and we can send that to your email and then... 'Cause he won't have an ID card with his name on it. It will be your name. Right. And he will just be listed- Right. ... as a dependent under your name. Okay. All right. Well, thank you. You've been very helpful. I appreciate it. No

problem, sir. So did you want me to put in a request for a physical copy to be sent to your home? Yes, that would be wonderful. Okay. So the physical copy will take one to two weeks to get to you. Okay. But, again, now if you need digital copies, I recommend calling back around Thursday or Friday, and we can get those sent to you via email. Okay, that's what I'll do. Thank you so much. No problem, Mr. Wilson. So is the email the W, I mean the M-R-W-3-1-6-7-2@gmail.com? Yep, that's the email. Okay. All right, well, there's nothing else, Mr. Wilson. Thanks for calling Benefits in the Card. Hope you have a great rest of your week. Thank you. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: ... it's a con, it's on the card. This is Malcolm, how can I help you?

Speaker speaker\_1: Hey, Malcolm. Um, my name's Matthew Wilson and I just became a new member, um, and when I was, got the notification, it came through as my wife is the head of the, the plan, and I'm not listed anywhere, but my kids are listed as dependents. I'm not sure if, when I was signed up, if I just did it incorrectly. Uh, but you have my email address and everything, but for some reason it, uh, listed my wife as the, uh, the head of the account.

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

Speaker speaker\_1: Um, let me see here. Uh, BGSS.

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

Speaker speaker\_1: 6-9-3-2.

Speaker speaker\_0: Say it one more time?

Speaker speaker\_1: 6-9-3-2.

Speaker speaker\_0: First name?

Speaker speaker\_1: Matthew.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Wilson.

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

Speaker speaker\_1: Uh, 4514 Springside Lane, Charlotte, North Carolina 28226. Birthday is March 16th, 1972.

Speaker speaker\_0: Thank you. Your phone number is 249-1588?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And your email is mrw31672@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Thank you. So is she working... Does she work for BZ Staffing as well?

Speaker speaker\_1: She does not.

Speaker speaker\_0: So, so it shouldn't, it shouldn't be under her name if she's I- under your name.

Speaker speaker\_1: Correct.

Speaker speaker\_0: So you, so what, you're saying when you go try to use it, they're saying that it's under her name? I'm confu- I'm confused on what exactly...

Speaker speaker\_1: Well, I, I got an, I got the email this morning saying that, you know, I was approved and qu- when I went into it, a, you know, new benefit announcement was the, was the title of the email. And when I went into, to the account, opened it up, it had her listed, her name listed as, uh, the per- the-

Speaker speaker\_0: You know what?

Speaker speaker\_1: ... head of the account.

Speaker speaker\_0: I, I think what you did, I think you opened her account, her, her, because she does get an email for the virtual version.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So you might have just opened it-

Speaker speaker\_1: Okay, she gets one as well?

Speaker speaker\_0: ... for her, you might, you might have entered the one that was intended for her to, so she can log in to her account. Which, you should have your own, because you're the, they wouldn't be able to have coverage without you, without you-

Speaker speaker\_1: Right.

Speaker speaker\_0: So it's, it's definitely under your name.

Speaker speaker\_1: Yeah, I just haven't gotten the email yet.

Speaker speaker\_0: So what email are you looking for? Because you wouldn't receive an email.

Speaker speaker\_1: Oh, I wouldn't receive any mo-

Speaker speaker\_0: Uh-

Speaker speaker\_1: Do I get-

Speaker speaker\_0: Yes.

Speaker speaker\_1: Do I, do I get, like, a card in the mail or anything, or?

Speaker speaker\_0: Yes, sir. Those are sent one to two weeks from the week your coverage became active, which your coverage just became active as of today.

Speaker speaker\_1: Okay. So if something, like... The reason why I'm asking is my son plays football, uh-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... and I, I'm concerned about not having a card for him in case he gets injured in practice or something. And I was wondering if, if can you go online and print them off, or anything like that, or...

Speaker speaker\_0: Yes, sir. So it takes, like I said, your coverage just became active today. It takes one to two weeks for your ID cards to get to you physically. If you wanted a digital copy, which you'll be able to print out, you can call back around Thursday or Friday. Typically that's when they become available and we can send that to your email and then... 'Cause he won't have an ID card with his name on it. It will be your name.

Speaker speaker\_1: Right.

Speaker speaker\_0: And he will just be listed-

Speaker speaker\_1: Right.

Speaker speaker\_0: ... as a dependent under your name.

Speaker speaker\_1: Okay. All right. Well, thank you. You've been very helpful. I appreciate it.

Speaker speaker\_0: No problem, sir. So did you want me to put in a request for a physical copy to be sent to your home?

Speaker speaker\_1: Yes, that would be wonderful.

Speaker speaker\_0: Okay. So the physical copy will take one to two weeks to get to you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But, again, now if you need digital copies, I recommend calling back around Thursday or Friday, and we can get those sent to you via email.

Speaker speaker\_1: Okay, that's what I'll do. Thank you so much.

Speaker speaker\_0: No problem, Mr. Wilson. So is the email the W, I mean the M-R-W-3-1-6-7-2@gmail.com?

Speaker speaker\_1: Yep, that's the email.

Speaker speaker\_0: Okay. All right, well, there's nothing else, Mr. Wilson. Thanks for calling Benefits in the Card. Hope you have a great rest of your week.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Bye-bye.