

## **Transcript: Malcolm**

**Nash-6184343396466688-5856066798665728**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits at Home. This is how can I help you? Yeah, my name is Ralph Tilton and I just got enrolled with Benefits at Home, pretty much. And, um, I got my email and whatnot and a login but I still don't see- I can't really hear you, sir. ... where the fuck I'm calling in. Hello? Okay. You hear me now? That's better. How can I help you? Oh, yes. Name's Ralph Tilton. I've, I've enrolled in Benefits at Home cards through WorkSmart, but, uh, I got me email and logins and everything, but I still don't see where, um, like, my, my card is. I know they said I was gonna get, like, a virtual, um, card but I don't see how to access that. What's your last name, sir? 7-0-7-1. Say that one more time? 7-0-7-1. For security purposes, can you verify your address and date of birth for me? 19 Picardy Drive, Greensboro, South Carolina, 29605, 6/26/1978. Thank you. So you need your m- we need your medical card sent to you? Yes, I thought I was... Yes, or the number. All right. Do you mind if I put you on brief hold while I get that for you? Okay, thank you. Yeah. Are you there, Mr. Templeton? Yeah. So unfortunately, right now I haven't, I wasn't able to locate your ID card, so I had to do, email to the back office to get an investigation going and see why you're not showing up in the system. Please be advised it does take 24 to 48 hours for that review, but as soon as I hear something back, I'll be able to let you know what's going on with your card. Okay. Thanks. No problem, Mr. Templeton. Was there anything else I can help you with today? No, thank you. Okay. Have a great rest of your day.

### **Conversation Format**

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

Speaker speaker\_1: Thanks for calling Benefits at Home. This is how can I help you?

Speaker speaker\_2: Yeah, my name is Ralph Tilton and I just got enrolled with Benefits at Home, pretty much. And, um, I got my email and whatnot and a login but I still don't see-

Speaker speaker\_1: I can't really hear you, sir.

Speaker speaker\_2: ... where the fuck I'm calling in.

Speaker speaker\_1: Hello?

Speaker speaker\_2: Okay. You hear me now?

Speaker speaker\_1: That's better. How can I help you?

Speaker speaker\_2: Oh, yes. Name's Ralph Tilton. I've, I've enrolled in Benefits at Home cards through WorkSmart, but, uh, I got me email and logins and everything, but I still don't see where, um, like, my, my card is. I know they said I was gonna get, like, a virtual, um, card but I don't see how to access that.

Speaker speaker\_1: What's your last name, sir?

Speaker speaker\_2: 7-0-7-1.

Speaker speaker\_1: Say that one more time?

Speaker speaker\_2: 7-0-7-1.

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

Speaker speaker\_2: 19 Picardy Drive, Greensboro, South Carolina, 29605, 6/26/1978.

Speaker speaker\_1: Thank you. So you need your m- we need your medical card sent to you?

Speaker speaker\_2: Yes, I thought I was... Yes, or the number.

Speaker speaker\_1: All right. Do you mind if I put you on brief hold while I get that for you?

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: Yeah.

Speaker speaker\_3: Are you there, Mr. Templeton?

Speaker speaker\_4: Yeah.

Speaker speaker\_3: So unfortunately, right now I haven't, I wasn't able to locate your ID card, so I had to do, email to the back office to get an investigation going and see why you're not showing up in the system. Please be advised it does take 24 to 48 hours for that review, but as soon as I hear something back, I'll be able to let you know what's going on with your card.

Speaker speaker\_4: Okay. Thanks.

Speaker speaker\_3: No problem, Mr. Templeton. Was there anything else I can help you with today?

Speaker speaker\_4: No, thank you.

Speaker speaker\_3: Okay. Have a great rest of your day.