Transcript: Malcolm Nash-6344243698909184-5231351635820544

Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Uh, yes, I was told that due to Lingo Staffing my... some of my benefits are transferred over to Benefits in a Card. And I was given the login website but I don't have the actual login information needed to log in, unless I'm misunderstanding something. I'm Daquan Caper. What staffing company do you work for? Lingo Staffing. Lingo Staffing. Let me see. What's the last four of your social? 1055. First name? Daquan. Last name? Caper. Right. For security purposes, can you verify your address and date of birth for me? Yes. Uh, the address is 12820 North Lamar Boulevard and the date of birth is 2/16/1994. I need to see the state and zip code as well. Uh, Austin, Texas 78753. And is... Are you in a home or an apartment? Apartment. Apartment 820. Thank you. Let's see we got your phone number 512-740-8955? Correct. And your email is jacob.castro.079@gmail.com? No. All right. What's the email? I just- My, my email address is daquanc@gmail.com. Daquanc@gmail.com? Yes. You... All right. So it looks like your coverage will become active as of next week so you probably will receive an email. Once your coverage is active you'll gain access to that account. All right. And it's the Benefits in a Card member portal? Yes, sir. All right. Just, just making sure. Thank- thank you very much. I was just concerned about it. You're fine, Mr. Caper. Was there anything else I can help you with today? Uh, no, that's it. Thank you very much. No problem. Thanks for calling Benefits in a Card. I hope you have a great weekend, man. You too. Thank you very much. Thank you. All right. 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: Uh, yes, I was told that due to Lingo Staffing my... some of my benefits are transferred over to Benefits in a Card. And I was given the login website but I don't have the actual login information needed to log in, unless I'm misunderstanding something. I'm Daquan Caper.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Lingo Staffing.

Speaker speaker_0: Lingo Staffing. Let me see. What's the last four of your social?

Speaker speaker_1: 1055.

Speaker speaker_0: First name?

Speaker speaker_1: Daquan.

Speaker speaker_0: Last name?

Speaker speaker_1: Caper.

Speaker speaker_0: Right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Yes. Uh, the address is 12820 North Lamar Boulevard and the date of birth is 2/16/1994.

Speaker speaker_0: I need to see the state and zip code as well.

Speaker speaker_1: Uh, Austin, Texas 78753.

Speaker speaker_0: And is... Are you in a home or an apartment?

Speaker speaker_1: Apartment. Apartment 820.

Speaker speaker_0: Thank you. Let's see we got your phone number 512-740-8955?

Speaker speaker_1: Correct.

Speaker speaker_0: And your email is jacob.castro.079@gmail.com?

Speaker speaker_1: No.

Speaker speaker_0: All right. What's the email? I just-

Speaker speaker_1: My, my email address is daquanc@gmail.com.

Speaker speaker_0: Daquanc@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: You... All right. So it looks like your coverage will become active as of next week so you probably will receive an email. Once your coverage is active you'll gain access to that account.

Speaker speaker_1: All right. And it's the Benefits in a Card member portal?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. Just, just making sure. Thank- thank you very much. I was just concerned about it.

Speaker speaker_0: You're fine, Mr. Caper. Was there anything else I can help you with today?

Speaker speaker_1: Uh, no, that's it. Thank you very much.

Speaker speaker_0: No problem. Thanks for calling Benefits in a Card. I hope you have a great weekend, man.

Speaker speaker_1: You too. Thank you very much.

Speaker speaker_0: Thank you.

Speaker speaker_1: All right. Bye.

Speaker speaker_0: Bye.