

Transcript: Malcolm

Nash-6473908511752192-5028832405274624

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Yes, my name's Archer Reed. And, uh, I was calling because I haven't seen my, received my card yet. What staffing company do you work for? MAU. Last four of your social? 6039. Okay, 6039? Yes. First name? Archer. Last night, Reed. Okay. For security purposes, can you verify your address and date of birth for me? 1008 White Oaks Road, Apartment R8, Greenville, South Carolina, 29605, 11/15/1963. Thank you. So you got your phone number is 843-37-2533? Correct. 363@gmail.com? Uh, Archer, Archer Reed, it's Archer Reed. So yes, 63 at gmail.com. But the fella sent me something through the email, ID to you, but I never, I never did get it. Let's see. All right. So you do see your ID card sent to you? It looks like your coverage just became active this past Monday. It takes one to two weeks for your cards to get to you physically. And you- So what, what is- ... need your digital copies sent to you immediately. What is the name? Oh, you can send me it, want it through the email? Yeah, I can send you digital copies while you wait on the physical ones. Okay. So what, what now, what, what program, what, what would I be looking for with the name? It'll be from info@benefitsinacard.com. Okay, Benefits in a Card. Yeah, please do that for me. Okay. You mind if I put you in a brief hold while I get this for you? Go ahead. Yeah.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_1: Yes, my name's Archer Reed. And, uh, I was calling because I haven't seen my, received my card yet.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: Last four of your social?

Speaker speaker_1: 6039.

Speaker speaker_0: Okay, 6039?

Speaker speaker_1: Yes.

Speaker speaker_0: First name?

Speaker speaker_1: Archer. Last night, Reed.

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

Speaker speaker_1: 1008 White Oaks Road, Apartment R8, Greenville, South Carolina, 29605, 11/15/1963.

Speaker speaker_0: Thank you. So you got your phone number is 843-37-2533?

Speaker speaker_1: Correct.

Speaker speaker_0: 363@gmail.com?

Speaker speaker_1: Uh, Archer, Archer Reed, it's Archer Reed. So yes, 63 at gmail.com. But the fella sent me something through the email, ID to you, but I never, I never did get it.

Speaker speaker_0: Let's see. All right. So you do see your ID card sent to you? It looks like your coverage just became active this past Monday. It takes one to two weeks for your cards to get to you physically. And you-

Speaker speaker_1: So what, what is-

Speaker speaker_0: ... need your digital copies sent to you immediately.

Speaker speaker_1: What is the name? Oh, you can send me it, want it through the email?

Speaker speaker_0: Yeah, I can send you digital copies while you wait on the physical ones.

Speaker speaker_1: Okay. So what, what now, what, what program, what, what would I be looking for with the name?

Speaker speaker_0: It'll be from info@benefitsinacard.com.

Speaker speaker_1: Okay, Benefits in a Card. Yeah, please do that for me.

Speaker speaker_0: Okay. You mind if I put you in a brief hold while I get this for you?

Speaker speaker_1: Go ahead.

Speaker speaker_0: Yeah.