

## **Transcript: Pamela**

**Blanc-5364126734008320-5931596536528896**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Pamela speaking. How may I help you? Uh, yes, my name's David Kelly. I just got an email, uh, about the Benefits on a Card, but I'd just wanted to make sure our information was already activated. Okay, so let's, uh... Like, I had s- I had it already online, and, uh, uh, this- And who do you work for? I work for MAU, MAU. Can I have the last four digits of your Social? So I- 6093. ... um, 6093. Your first and last name, sir, you said David Kelly? Yes. And I just, I just got a email. I don't think I need to do anything with the email. Oh, hold on. Um, give me one second. Everything should be activated. Let me double-check on that, sir. Okay. Mr. Kelly, just for, uh, security reasons, just to make sure we are in the correct file, can we please verify your complete address and date of birth? 757 Kingswood Valley Drive, Moore, South Carolina, 29369, 11162. All right. Thank you for your information. Let's see why we have the telephone number 864-597-9631. And... Yes. See what happened here. Okay, so the, um, the email, well, the reason you received the information is because, um, your benefits was reinstated, and it takes one to two weeks for all the benefits to stay active. But they became- Okay. ... active already. They are active. Okay, that's good. Yeah, that's what- All right. ... I was trying to find out. No problem. And that's for me and my wife? That's for me and my wife, for Yvonne? Yes, sir. Okay. Yes, sir. So, thank you. Uh, so we should get a card, I mean, another card, I guess, in the next week or something? Um, yes. I already have one card. Um, you could still use the one you have because it hasn't been six months- Yes. ... since you reached your benefit. Yeah, you can still use- Yeah. ... the same ID card. Okay, very good. All right. Anything else ... uh- Uh, but they're, but they're still, they're gonna still send me two more cards? Yeah, I could request two more cards to be sent out to you. Well, yes, please. Yes, because, uh, I do have one. I'm not sure if my wife has one. No problem. It takes seven to 10 days for them to arrive, sir. That's fine. Thank you. Okay. Yes. So we're all good. Okay, thank you. All right. Thank you. Thank you for giving us a call. Have a great rest of the day. You, too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Uh, yes, my name's David Kelly. I just got an email, uh, about the Benefits on a Card, but I'd just wanted to make sure our information was already activated.

Speaker speaker\_0: Okay, so let's, uh...

Speaker speaker\_1: Like, I had s- I had it already online, and, uh, uh, this-

Speaker speaker\_0: And who do you work for?

Speaker speaker\_1: I work for MAU, MAU.

Speaker speaker\_0: Can I have the last four digits of your Social? So I-

Speaker speaker\_1: 6093.

Speaker speaker\_0: ... um, 6093. Your first and last name, sir, you said David Kelly?

Speaker speaker\_1: Yes. And I just, I just got a email. I don't think I need to do anything with the email.

Speaker speaker\_0: Oh, hold on. Um, give me one second.

Speaker speaker\_1: Everything should be activated.

Speaker speaker\_0: Let me double-check on that, sir. Okay. Mr. Kelly, just for, uh, security reasons, just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker\_1: 757 Kingswood Valley Drive, Moore, South Carolina, 29369, 11162.

Speaker speaker\_0: All right. Thank you for your information. Let's see why we have the telephone number 864-597-9631. And...

Speaker speaker\_1: Yes.

Speaker speaker\_0: See what happened here. Okay, so the, um, the email, well, the reason you received the information is because, um, your benefits was reinstated, and it takes one to two weeks for all the benefits to stay active. But they became-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... active already. They are active.

Speaker speaker\_1: Okay, that's good. Yeah, that's what-

Speaker speaker\_0: All right.

Speaker speaker\_1: ... I was trying to find out.

Speaker speaker\_0: No problem.

Speaker speaker\_1: And that's for me and my wife? That's for me and my wife, for Yvonne?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: So, thank you. Uh, so we should get a card, I mean, another card, I guess, in the next week or something?

Speaker speaker\_0: Um, yes.

Speaker speaker\_1: I already have one card.

Speaker speaker\_0: Um, you could still use the one you have because it hasn't been six months-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... since you reached your benefit. Yeah, you can still use-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... the same ID card.

Speaker speaker\_1: Okay, very good.

Speaker speaker\_0: All right. Anything else

Speaker speaker\_2: ... uh-

Speaker speaker\_1: Uh, but they're, but they're still, they're gonna still send me two more cards?

Speaker speaker\_0: Yeah, I could request two more cards to be sent out to you.

Speaker speaker\_1: Well, yes, please. Yes, because, uh, I do have one. I'm not sure if my wife has one.

Speaker speaker\_0: No problem. It takes seven to 10 days for them to arrive, sir.

Speaker speaker\_1: That's fine.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Okay. Yes. So we're all good. Okay, thank you.

Speaker speaker\_0: All right.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: You, too.