

## Transcript: VICTORIA

**Taylor-4964324227203072-5322639658500096**

### Full Transcript

Thank you for calling Benefits on a Card. This is, say, Toria. How can I help you? Yes, hi. Um, my name's ... No, some people ... The name is Hawkins, A, apostrophe, J-A-Y-V-I-U-S. Okay. You're calling on behalf of this member? Yes. Okay. So he's not here- Because he, he is sick and he needs to see his doctor but they're saying that his card is not active, uh, active for him. So when we go... When he go... Went back to the employer, they said that his card has been activated and all that. They're already taking out money on his, on his, um, from his account to pay for his insurance bills with. And we're just trying to see if he said, they said that it has been sent to him a while back. He take... We're not finding a card for him and he really needs to see his doctor, but they want to make sure he's got the card or had, can it be re-sent to him or whatever. Okay. I would need to, to speak with him directly. Um, you know, the only reason now, he is sick and he is in the hospital and I'm... Somebody has to speak on his behalf. Okay. Yeah. I would need verbal permission to even... From him, to even speak with you on his behalf. Okay. I'll tell you what. I'm, I will go back up there. I'm going to take him this phone so that he can, uh, call you all back because y'all are taking... They're taking money out of his, uh, check according to the, uh, uh, the place he work for, the people he work for, for no card. So I'll just have him to give you a call. Okay. That's fine. And you... Make sure of that.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is, say, Toria. How can I help you?

Speaker speaker\_1: Yes, hi. Um, my name's ... No, some people ... The name is Hawkins, A, apostrophe, J-A-Y-V-I-U-S.

Speaker speaker\_0: Okay. You're calling on behalf of this member?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So he's not here-

Speaker speaker\_1: Because he, he is sick and he needs to see his doctor but they're saying that his card is not active, uh, active for him. So when we go... When he go... Went back to the employer, they said that his card has been activated and all that. They're already taking out money on his, on his, um, from his account to pay for his insurance bills with. And we're just trying to see if he said, they said that it has been sent to him a while back. He take... We're not finding a card for him and he really needs to see his doctor, but they want to make sure he's

got the card or had, can it be re-sent to him or whatever.

Speaker speaker\_0: Okay. I would need to, to speak with him directly.

Speaker speaker\_1: Um, you know, the only reason now, he is sick and he is in the hospital and I'm... Somebody has to speak on his behalf.

Speaker speaker\_0: Okay. Yeah. I would need verbal permission to even... From him, to even speak with you on his behalf.

Speaker speaker\_1: Okay. I'll tell you what. I'm, I will go back up there. I'm going to take him this phone so that he can, uh, call you all back because y'all are taking... They're taking money out of his, uh, check according to the, uh, uh, the place he work for, the people he work for, for no card. So I'll just have him to give you a call.

Speaker speaker\_0: Okay. That's fine.

Speaker speaker\_1: And you... Make sure of that.