

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits on the Card. This is Malcolm. How can I help you? Uh, yes, sir. I am trying to, uh, get a, a card, my insurance card or figure out how I can use it. I, I haven't received one and- Ma'am, who are you working for? Hamilton/Ryker. What's the last four of your social? 9565. You said 95... 965. First name? Timothy. T-I-M-O-T-H- Last name? F-A-I-N, Fain. All right. For security purposes, can you verify your address and date of birth for me? 34 3rd Avenue, Sherman or Blue Springs, however it pulls up. Uh, Mississippi 38828 and 9/15/92. Thank you. So we got a good phone number of 166-269-5379? Yeah. And your email is timfain03@gmail.com? Correct. All right. So which ID cards did you need? You need all of them or just your medical? Uh, yes, all of them. I haven't received any. All right. Do you mind if I put you in a brief hold while I get those for you? Sure. Thank you. What are you doing, boy? You looking at your reflection? Now. Hey, hey. I seen you today. Yeah. Are you there, Mr. Fain? Yes, sir. Hi, I just sent those ID cards to your email. Okay. Thank you so much. No problem, man. With your FreeRx card, you want to go to the FreeRX website and claim your account and then you'll be able to access your ID card from there. Okay. Can you say that one more time? I'm sorry. Y- you broke up. I said, with your FreeRx card, you want to go to freerx.com and claim your account and get your ID card from there. Okay. All right, thank you. No problem, Mr. Fain. Was there anything else I can help you with today? No, sir. All right. If there's nothing else, thanks for calling Benefits on the Card. I hope you have a great rest of your week. Oh, Mr., Mr. Fain, I do want to, I do want to confirm information. So the 34th... 34 3rd Avenue, is that a home or an apartment? That is a home. And you don't have a PO Box or anything? No, sir. All right. I just wanted to confirm well, because I'm getting physical cards sent as well. Okay. Thank you. No problem, Mr. Fain. I hope you have a great rest of your week. You too. Thank you.

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefits on the Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Uh, yes, sir. I am trying to, uh, get a, a card, my insurance card or figure out how I can use it. I, I haven't received one and-

Speaker speaker\_0: Ma'am, who are you working for?

Speaker speaker\_1: Hamilton/Ryker.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 9565.

Speaker speaker\_0: You said 95...

Speaker speaker\_1: 965.

Speaker speaker\_0: First name?

Speaker speaker\_1: Timothy. T-I-M-O-T-H-

Speaker speaker\_0: Last name?

Speaker speaker\_1: F-A-I-N, Fain.

Speaker speaker\_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 34 3rd Avenue, Sherman or Blue Springs, however it pulls up. Uh, Mississippi 38828 and 9/15/92.

Speaker speaker\_0: Thank you. So we got a good phone number of 166-269-5379?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And your email is timfain03@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right. So which ID cards did you need? You need all of them or just your medical?

Speaker speaker\_1: Uh, yes, all of them. I haven't received any.

Speaker speaker\_0: All right. Do you mind if I put you in a brief hold while I get those for you?

Speaker speaker\_1: Sure.

Speaker speaker\_0: Thank you.

Speaker speaker\_2: What are you doing, boy? You looking at your reflection? Now. Hey, hey. I seen you today. Yeah.

Speaker speaker\_0: Are you there, Mr. Fain?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Hi, I just sent those ID cards to your email.

Speaker speaker\_1: Okay. Thank you so much.

Speaker speaker\_0: No problem, man. With your FreeRx card, you want to go to the FreeRX website and claim your account and then you'll be able to access your ID card from there.

Speaker speaker\_1: Okay. Can you say that one more time? I'm sorry. Y- you broke up.

Speaker speaker\_0: I said, with your FreeRx card, you want to go to freerx.com and claim your account and get your ID card from there.

Speaker speaker\_1: Okay. All right, thank you.

Speaker speaker\_0: No problem, Mr. Fain. Was there anything else I can help you with today?

Speaker speaker\_1: No, sir.

Speaker speaker\_0: All right. If there's nothing else, thanks for calling Benefits on the Card. I hope you have a great rest of your week. Oh, Mr., Mr. Fain, I do want to, I do want to confirm information. So the 34th... 34 3rd Avenue, is that a home or an apartment?

Speaker speaker\_1: That is a home.

Speaker speaker\_0: And you don't have a PO Box or anything?

Speaker speaker\_1: No, sir.

Speaker speaker\_0: All right. I just wanted to confirm well, because I'm getting physical cards sent as well.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: No problem, Mr. Fain. I hope you have a great rest of your week.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you.