

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi, Malcolm. I'm calling... I had called, uh, about 45 minutes ago to get a copy of my benefits card emailed to me. Um, but I haven't received it yet. Have you checked your spam folder? Yes, sir. Okay. Which staffing company you work for? Uh, BG Staffing. What's the last four of your social? 3028. First name? Jillian. Last name? Sarcucci. S-A-R-C-U-C-C-I. Okay. For security purposes, can you verify your address and date of birth for me? Yep. There, there's, uh, my mailing address and my residence. My mailing should be 48 Hyde Street in Weymouth, Massachusetts. The actual residence is 12254 Winfield Lake Circle in Jacksonville, Florida. Birthday is 10/23/1995. Thank you. So we got your phone number, 781-789-8443? Correct. Yeah. And so you've got two emails on file. We've got a jm.sarcucci@comcast.net and then it's jillian.sarcucci@gmail.com. Yes. Could you possibly send them to both, just in case it's my Comcast email that's the issue? Yes, ma'am. Of course. Do you mind if I put you on a brief hold? Absolutely. Which ID, which ID tasks you need? Um, just my health. Just the medical? Correct. Yep. Okay. And have you been, just outta curiosity, have you been to the FreeRx website to claim your FreeRx account? No. I didn't know I had that. Yeah. So you have the VIP Classic, the Dental, and the FreeRx. If you wanna utilize your FreeRx, 'cause FreeRx gives you access to over 800 acute and med- uh, chronic medications. Okay. Once you get... So you wanna go to the FreeRx website and you wanna hit... Remember login and you wanna hit New User Registration. Okay. So you can claim your FreeRx card, uh, so you can start using that as well. Oh. Okay. Good to know. Do you mind if I put you on a brief hold while I get that medical card for you? Sure. I'll do this while you do that. Thank you. Of course. Thank you. Are you there, Ms. Julia? Yes, can you hear me? Yes, ma'am. So I just sent- I just went ahead and sent your dental- your dental card as well so you have both your medical and your dental card in your email. Okay, great. Thank you so much. No problem. Was there anything else I can help you with today? Nope, just that. Okay. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. Thank you. You too. Thank you. Bye now. Bye bye.

### Conversation Format

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

Speaker speaker\_1: Hi, Malcolm. I'm calling... I had called, uh, about 45 minutes ago to get a copy of my benefits card emailed to me. Um, but I haven't received it yet.

Speaker speaker\_0: Have you checked your spam folder?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. Which staffing company you work for?

Speaker speaker\_1: Uh, BG Staffing.

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

Speaker speaker\_1: 3028.

Speaker speaker\_0: First name?

Speaker speaker\_1: Jillian.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Sarcucci. S-A-R-C-U-C-C-I.

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

Speaker speaker\_1: Yep. There, there's, uh, my mailing address and my residence. My mailing should be 48 Hyde Street in Weymouth, Massachusetts. The actual residence is 12254 Winfield Lake Circle in Jacksonville, Florida. Birthday is 10/23/1995.

Speaker speaker\_0: Thank you. So we got your phone number, 781-789-8443?

Speaker speaker\_1: Correct. Yeah.

Speaker speaker\_0: And so you've got two emails on file. We've got a jm.sarcucci@comcast.net and then it's jillian.sarcucci@gmail.com.

Speaker speaker\_1: Yes. Could you possibly send them to both, just in case it's my Comcast email that's the issue?

Speaker speaker\_0: Yes, ma'am. Of course. Do you mind if I put you on a brief hold?

Speaker speaker\_1: Absolutely.

Speaker speaker\_0: Which ID, which ID tasks you need?

Speaker speaker\_1: Um, just my health.

Speaker speaker\_0: Just the medical?

Speaker speaker\_1: Correct. Yep.

Speaker speaker\_0: Okay. And have you been, just outta curiosity, have you been to the FreeRx website to claim your FreeRx account?

Speaker speaker\_1: No. I didn't know I had that.

Speaker speaker\_0: Yeah. So you have the VIP Classic, the Dental, and the FreeRx. If you wanna utilize your FreeRx, 'cause FreeRx gives you access to over 800 acute and med- uh, chronic medications.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Once you get... So you wanna go to the FreeRx website and you wanna hit... Remember login and you wanna hit New User Registration.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So you can claim your FreeRx card, uh, so you can start using that as well.

Speaker speaker\_1: Oh. Okay. Good to know.

Speaker speaker\_0: Do you mind if I put you on a brief hold while I get that medical card for you?

Speaker speaker\_1: Sure. I'll do this while you do that.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Of course. Thank you.

Speaker speaker\_0: Are you there, Ms. Julia?

Speaker speaker\_2: Yes, can you hear me?

Speaker speaker\_0: Yes, ma'am. So I just sent- I just went ahead and sent your dental- your dental card as well so you have both your medical and your dental card in your email.

Speaker speaker\_2: Okay, great. Thank you so much.

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

Speaker speaker\_2: Nope, just that.

Speaker speaker\_0: Okay. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker\_2: Thank you. You too.

Speaker speaker\_0: Thank you. Bye now.

Speaker speaker\_2: Bye bye.