

## Transcript: Malcolm

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### Full Transcript

Welcome to 2020 from Benefits in a Card. This is Malcolm. How can I help you? Uh, yes, my name is Jerry Calvert. I had a question on my policies. Um, I haven't got my card sent yet, and I'm trying to see if my doc- Okay. Hello? Go ahead. Sir? I was going to ask you what staffing company you work for? Uh, Surge. What's the last four of your social? 2557. First name? Jerry. I'm sorry, Derrick or Jerry? Jerry. J-E-R-R-Y. Last name? Calvert. C-A-L-V-E-R-T. All right. For security purposes, can you verify your address and date of birth for me? 204 Combs Street, Valley, Alabama 36854 and May 21st, 1978. Thank you. So we got your phone number, 334-333-9114? Yes. And your email is calvertjoey36854@gmail.com? Yes. Thank you. Hello? What was your address one more time? 204 Combs Street. That's C-O-M-B-S. Is that a home or... Valley. Home. Okay, so it looks like your card... It looks like on 5/9 we had received your card because it got sent back because it said insufficient address. Right. So we were able to get it sent back again on the 9th. So you should get that in one to two weeks. Oh, okay. Because I got the vision come in today. So did you need digital copies while you're waiting on the physical ones? Uh, yes. Um, we're trying to go see what my doctor uses, if he uses it, and they wanted to know all that, uh, as far as like what insurance is and all that stuff. So... Yes, sir. That way we... You know, so yeah, if I can, uh... I've been checking online and all that stuff because of this where I can... I activated my account but there's no, like, virtual cards or nothing, so... I got you. So I'm going to go ahead and get those digital copies for you and get that physical one sent out for your medical- Okay. Do you mind if I put you on a brief hold while I get that for you? Yes, sir. Thank you. All right. Hey, are you there, Mr. Calvert? Yeah. Hello? So I just sent those ID cards to your email. Can you confirm that you received them? Okay, hold on one sec. Let me check. Hold on. Mm-hmm. It should be from an info@benefitsinacard.com. Sometimes it does go to your spam folder as well. I haven't had nothing pop up yet, at least. Just to confirm, your email is C-A-L-V-E-R-Tjoey36854@gmail.com? Yes, sir. Okay. Let me see and make sure it didn't bounce back. Doesn't look like it bounced back on any of the... All right. Now, it is being C-A-L-V as in Victor, right? Yes, sir. Okay. A lot of people put a Z or something like that in there. I understand. So you still haven't received the email? Uh, hold on. Uh, yes, I got it. All right. Well, was there anything else I can help you with today, Mr. Jerry? Actually, yes. And I'm sorry to bother you on your time but, um- That's not a problem. Uh, I set up... When I got the email to activate my account and add dependents and all that stuff on there, um, I put me down on there and then I put my wife. And for some reason it took my wife down twice but one as a male and one as a female. I'm trying to figure out do I need... And I'm trying to erase it off of there, at least, you know, the one it didn't take on there and, uh, it won't let me do nothing else as far as taking off. Is it... Does that matter or...? So on our end, I see a Rhonda Calvert and it says female. Okay. I don't see another... I don't see another one on there. Okay.

I just wanted to double-check. Uh, I didn't know if I need... because she tried to activate where it sent her the email to activate her account and it won't let her, I guess. And I told her I don't know if it's maybe on this end or what, but we'll triple check on that. But like I said, I wanted to make sure. Yes, sir. I understand. That the issue's there. Yeah. If you triple check and you have an issue, feel free to give us a call back. We're open until 8:00 PM Eastern Time. All right. Copy that. Thank y'all very much. No problem, Mr. Jerry. Was there anything else I can help you with today? No, sir. That was perfect. All right. Well, thanks for calling Benefits in a Card. I hope you have a great rest of your week now. All right. I'll do the same. Thank you. Thank you. Bye.

## Conversation Format

Speaker speaker\_0: Welcome to 2020 from Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Uh, yes, my name is Jerry Calvert. I had a question on my policies. Um, I haven't got my card sent yet, and I'm trying to see if my doc-

Speaker speaker\_0: Okay.

Speaker speaker\_1: Hello? Go ahead.

Speaker speaker\_0: Sir? I was going to ask you what staffing company you work for?

Speaker speaker\_1: Uh, Surge.

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

Speaker speaker\_1: 2557.

Speaker speaker\_0: First name?

Speaker speaker\_1: Jerry.

Speaker speaker\_0: I'm sorry, Derrick or Jerry?

Speaker speaker\_1: Jerry. J-E-R-R-Y.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Calvert. C-A-L-V-E-R-T.

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

Speaker speaker\_1: 204 Combs Street, Valley, Alabama 36854 and May 21st, 1978.

Speaker speaker\_0: Thank you. So we got your phone number, 334-333-9114?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And your email is calvertjoey36854@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Hello?

Speaker speaker\_0: What was your address one more time?

Speaker speaker\_1: 204 Combs Street. That's C-O-M-B-S.

Speaker speaker\_0: Is that a home or...

Speaker speaker\_1: Valley. Home.

Speaker speaker\_0: Okay, so it looks like your card... It looks like on 5/9 we had received your card because it got sent back because it said insufficient address.

Speaker speaker\_1: Right.

Speaker speaker\_0: So we were able to get it sent back again on the 9th. So you should get that in one to two weeks.

Speaker speaker\_1: Oh, okay. Because I got the vision come in today.

Speaker speaker\_0: So did you need digital copies while you're waiting on the physical ones?

Speaker speaker\_1: Uh, yes. Um, we're trying to go see what my doctor uses, if he uses it, and they wanted to know all that, uh, as far as like what insurance is and all that stuff. So...

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: That way we... You know, so yeah, if I can, uh... I've been checking online and all that stuff because of this where I can... I activated my account but there's no, like, virtual cards or nothing, so...

Speaker speaker\_0: I got you. So I'm going to go ahead and get those digital copies for you and get that physical one sent out for your medical-

Speaker speaker\_1: Okay.

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

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: All right.

Speaker speaker\_0: Hey, are you there, Mr. Calvert?

Speaker speaker\_1: Yeah. Hello?

Speaker speaker\_0: So I just sent those ID cards to your email. Can you confirm that you received them?

Speaker speaker\_1: Okay, hold on one sec. Let me check. Hold on.

Speaker speaker\_0: Mm-hmm. It should be from an info@benefitsinacard.com. Sometimes it does go to your spam folder as well.

Speaker speaker\_1: I haven't had nothing pop up yet, at least.

Speaker speaker\_0: Just to confirm, your email is C-A-L-V-E-R-Tjoey36854@gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. Let me see and make sure it didn't bounce back. Doesn't look like it bounced back on any of the...

Speaker speaker\_1: All right. Now, it is being C-A-L-V as in Victor, right?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. A lot of people put a Z or something like that in there .

Speaker speaker\_0: I understand. So you still haven't received the email?

Speaker speaker\_1: Uh, hold on. Uh, yes, I got it.

Speaker speaker\_0: All right. Well, was there anything else I can help you with today, Mr. Jerry?

Speaker speaker\_1: Actually, yes. And I'm sorry to bother you on your time but, um-

Speaker speaker\_0: That's not a problem.

Speaker speaker\_1: Uh, I set up... When I got the email to activate my account and add dependents and all that stuff on there, um, I put me down on there and then I put my wife. And for some reason it took my wife down twice but one as a male and one as a female . I'm trying to figure out do I need... And I'm trying to erase it off of there, at least, you know, the one it didn't take on there and, uh, it won't let me do nothing else as far as taking off. Is it... Does that matter or...?

Speaker speaker\_0: So on our end, I see a Rhonda Calvert and it says female.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I don't see another... I don't see another one on there.

Speaker speaker\_1: Okay. I just wanted to double-check. Uh, I didn't know if I need... because she tried to activate where it sent her the email to activate her account and it won't let her, I guess. And I told her I don't know if it's maybe on this end or what, but we'll triple check on that. But like I said, I wanted to make sure.

Speaker speaker\_0: Yes, sir. I understand.

Speaker speaker\_1: That the issue's there.

Speaker speaker\_0: Yeah. If you triple check and you have an issue, feel free to give us a call back. We're open until 8:00 PM Eastern Time.

Speaker speaker\_1: All right. Copy that. Thank y'all very much.

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

Speaker speaker\_1: No, sir. That was perfect.

Speaker speaker\_0: All right. Well, thanks for calling Benefits in a Card. I hope you have a great rest of your week now.

Speaker speaker\_1: All right. I'll do the same. Thank you.

Speaker speaker\_0: Thank you. Bye.