

## **Transcript: Malcolm**

**Nash-5249032115404800-5645136011149312**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi, Malcolm. Uh, this is Ronald. Um, I'm... Uh, the reason for my call is two things. Uh, I, wanted to check if my, um, dependent in the card insurance is activated? Okay. And then the second question would be: how can I access it? You know, I.E., uh, is there like a virtual card or something? Okay. What staffing company do you work for? Uh, Oxford Global Resources. Last four of your Social? 6411. First name? Uh, Ronald. R-O-N-A-L-D. Last name? W-A-N-G. For security purposes, can you verify your address and date of birth for me? Sure. Uh, date of birth is December 20th, year 1988. Address is 11186 Blackburn Lane, Ophardic, Georgia. Uh, zip code 30022. Thank you. Let's see what we got in your phone number. 470-556-1799? Correct. And your email is ronaldwang88@gmail.com? Yes. Yeah. Right, so it looks like your coverage just became active as of today. So with that being t- the case your ID cards take one to two weeks to get to you physically. If you wanted digital copies I would recommend calling back around Thursday or Friday to see if they'd be available. Okay. And they- So calling around Thursday or Friday for digital copies? Okay. For the virtual copies, yes, sir. Okay. Sounds good. Thank you. No problem, Mr. Wang. Was there anything else I could help you with today? Oh, that's it for today. Uh, yes, that's it for now. Thanks. If there's nothing else- Mm-hmm. ... thanks for calling Benefits in the Card. I hope you have a great week, man. Thank you. You too. Bye-bye. Thank you. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker\_2: Hi, Malcolm. Uh, this is Ronald. Um, I'm... Uh, the reason for my call is two things. Uh, I, wanted to check if my, um, dependent in the card insurance is activated? Okay.

Speaker speaker\_0: And then the second question would be: how can I access it? You know, I.E., uh, is there like a virtual card or something?

Speaker speaker\_1: Okay. What staffing company do you work for?

Speaker speaker\_2: Uh, Oxford Global Resources.

Speaker speaker\_1: Last four of your Social?

Speaker speaker\_2: 6411.

Speaker speaker\_1: First name?

Speaker speaker\_2: Uh, Ronald. R-O-N-A-L-D.

Speaker speaker\_1: Last name?

Speaker speaker\_2: W-A-N-G.

Speaker speaker\_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Sure. Uh, date of birth is December 20th, year 1988. Address is 11186 Blackburn Lane, Ophardic, Georgia. Uh, zip code 30022.

Speaker speaker\_1: Thank you. Let's see what we got in your phone number. 470-556-1799?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And your email is ronaldwang88@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Yeah. Right, so it looks like your coverage just became active as of today. So with that being t- the case your ID cards take one to two weeks to get to you physically. If you wanted digital copies I would recommend calling back around Thursday or Friday to see if they'd be available.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And they-

Speaker speaker\_2: So calling around Thursday or Friday for digital copies? Okay.

Speaker speaker\_1: For the virtual copies, yes, sir.

Speaker speaker\_2: Okay. Sounds good. Thank you.

Speaker speaker\_1: No problem, Mr. Wang. Was there anything else I could help you with today?

Speaker speaker\_2: Oh, that's it for today. Uh, yes, that's it for now. Thanks.

Speaker speaker\_1: If there's nothing else-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... thanks for calling Benefits in the Card. I hope you have a great week, man.

Speaker speaker\_2: Thank you. You too. Bye-bye.

Speaker speaker\_1: Thank you. Bye.