

## **Transcript: Malcolm**

**Nash-5667687359004672-5969248689799168**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, welcome to Benefits in the Card. This is Malcolm. How can I help you? How's it going, Malcolm? Uh, I wanted to just follow up with, uh, I had a, I had child support send me their determination form of, of insurance. Okay. And, uh, she, my worker sent it over yesterday. She faxed it over. She sent it through the mail through the postal service, but she also faxed it to you guys. I just wanted to see if you guys received it already. What's the last four of your social? Uh, 1270. Say that again? 1270. 1-2-7-0. First name? Christopher Morales. Christopher? Yes. All right. For security purposes, can you verify your address and date of birth for me? Yeah. 644, uh, East San Ysidro Boulevard, San Ysidro, California and, uh, 06/26/1989. Thank you. So we got your phone number as 673-7785? Correct. And I got email as chrismorales8926@gmail.com? Correct. Thank you. Hey, do you mind if I put you on a brief hold to see if there's been a update? Yeah, that's fine. Thank you. All right. So it doesn't look like we've received an update yet. Typically in these scenarios they'll give you a call once we receive that information. Okay. Uh, how long does it take for you guys to review a fax? I'm not sure, sir, 'cause it's not handled in this department. Oh, okay. Uh, is there anybody that I could call in a different department? I... Do you mind if I put you on a brief hold? Yeah, of course you may. Thank you. Hello? Yeah. All right. So yeah, it doesn't look like the documentation has been received yet. Okay. Okay, okay. So what should I do? Just call back in or you guys call me? Yes, once, so once that information has been processed, someone will re- reach out to you. Okay. Right. Well, is there anything- Okay. ... else I can help you with today, Mr. Christopher? No, that'll be all. All right. Then if nothing else, thanks for calling Benefits in the Card. I hope you have a good rest of the week. Thank you. I appreciate it. Same to you. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Hi, welcome to Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker\_2: How's it going, Malcolm? Uh, I wanted to just follow up with, uh, I had a, I had child support send me their determination form of, of insurance.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And, uh, she, my worker sent it over yesterday. She faxed it over. She sent it through the mail through the postal service, but she also faxed it to you guys. I just

wanted to see if you guys received it already.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: Uh, 1270.

Speaker speaker\_1: Say that again?

Speaker speaker\_2: 1270. 1-2-7-0.

Speaker speaker\_1: First name?

Speaker speaker\_2: Christopher Morales.

Speaker speaker\_1: Christopher?

Speaker speaker\_2: Yes.

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

Speaker speaker\_2: Yeah. 644, uh, East San Ysidro Boulevard, San Ysidro, California and, uh, 06/26/1989.

Speaker speaker\_1: Thank you. So we got your phone number as 673-7785?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And I got email as chrismorales8926@gmail.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Thank you. Hey, do you mind if I put you on a brief hold to see if there's been a update?

Speaker speaker\_2: Yeah, that's fine.

Speaker speaker\_1: Thank you. All right. So it doesn't look like we've received an update yet. Typically in these scenarios they'll give you a call once we receive that information.

Speaker speaker\_2: Okay. Uh, how long does it take for you guys to review a fax?

Speaker speaker\_1: I'm not sure, sir, 'cause it's not handled in this department.

Speaker speaker\_2: Oh, okay. Uh, is there anybody that I could call in a different department?

Speaker speaker\_1: I... Do you mind if I put you on a brief hold?

Speaker speaker\_2: Yeah, of course you may.

Speaker speaker\_1: Thank you. Hello?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: All right. So yeah, it doesn't look like the documentation has been received yet.

Speaker speaker\_2: Okay. Okay, okay. So what should I do? Just call back in or you guys call me?

Speaker speaker\_1: Yes, once, so once that information has been processed, someone will re- reach out to you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Right. Well, is there anything-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... else I can help you with today, Mr. Christopher?

Speaker speaker\_2: No, that'll be all.

Speaker speaker\_1: All right. Then if nothing else, thanks for calling Benefits in the Card. I hope you have a good rest of the week.

Speaker speaker\_2: Thank you. I appreciate it. Same to you.

Speaker speaker\_1: Thank you.