

## **Transcript: Malcolm**

**Nash-5920943068626944-4737009966333952**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card, this is how can I help you? Uh, yes, I was trying to see if my benefits have been activated yet? What staffing company do you work for? Um, Partners, Partners Personal. The last four of your social? 3081. First name? DeAngelo. Last name? Whatley. All right, so security purposes, can you verify your address and date of birth for me? Uh, 4077 Sandy Grant, uh, Buford, Georgia 30519, uh, June 24th, 1997. Excuse me, sir, that's not the address that we have on file. You got the 203, um, Oak Circle- Yes, sir. ... Georgia? Yeah, yeah, the Oak Circle. Yeah. No, that's, that's the one I, that's, that's the recent one. Okay. And we've got your phone number 469-781-3760? Yep. And your email is dwhatley14 at gmail.com? Yep. All right. So yeah, it looks like your coverage became active as of today. Uh, so they're active today? Okay. Yes, sir. I haven't received the card yet, that's why. Uh, can I still use it, uh, without, without my card? Yes, sir. It's typically your cards come one to two weeks from the activation date. If you need a digital copies, I would recommend calling around Thursday or Friday, that's typically when they are available. But yes, your coverage is active as of today. Okay. Can I have this number back? Yes, sir. Okay, thank you. Thank you. No problem. No problem, Mr. DeAngelo. Was there- was anything else I can help you with today, sir? No, sir. All right. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. You too.

### **Conversation Format**

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

Speaker speaker\_1: Thanks for calling Benefits in a Card, this is how can I help you?

Speaker speaker\_2: Uh, yes, I was trying to see if my benefits have been activated yet?

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

Speaker speaker\_2: Um, Partners, Partners Personal.

Speaker speaker\_1: The last four of your social?

Speaker speaker\_2: 3081.

Speaker speaker\_1: First name?

Speaker speaker\_2: DeAngelo.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Whatley.

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

Speaker speaker\_2: Uh, 4077 Sandy Grant, uh, Buford, Georgia 30519, uh, June 24th, 1997.

Speaker speaker\_1: Excuse me, sir, that's not the address that we have on file.

Speaker speaker\_2: You got the 203, um, Oak Circle-

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: ... Georgia?

Speaker speaker\_1: Yeah, yeah, the Oak Circle.

Speaker speaker\_2: Yeah. No, that's, that's the one I, that's, that's the recent one.

Speaker speaker\_1: Okay. And we've got your phone number 469-781-3760?

Speaker speaker\_2: Yep.

Speaker speaker\_1: And your email is dwhatley14 at gmail.com?

Speaker speaker\_2: Yep.

Speaker speaker\_1: All right. So yeah, it looks like your coverage became active as of today.

Speaker speaker\_2: Uh, so they're active today? Okay.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: I haven't received the card yet, that's why. Uh, can I still use it, uh, without, without my card?

Speaker speaker\_1: Yes, sir. It's typically your cards come one to two weeks from the activation date. If you need a digital copies, I would recommend calling around Thursday or Friday, that's typically when they are available. But yes, your coverage is active as of today.

Speaker speaker\_2: Okay. Can I have this number back?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay, thank you. Thank you.

Speaker speaker\_1: No problem. No problem, Mr. DeAngelo. Was there- was anything else I can help you with today, sir?

Speaker speaker\_2: No, sir.

Speaker speaker\_1: All right. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker\_2: You too.