

## **Transcript: Malcolm**

**Nash-6138881347993600-6183852675481600**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, Malcolm. Um, I enrolled into BIC, um, I think in like the middle of the month last month. And, um, I was wondering if, um, my benefits are in effect now and if I could possibly get my member ID. Which fashion company do you work for? Um, Oxfam. And last four of your Social? 0021. First name? Thang. Last name? T-H-A-N-G. And for security purposes, can you verify your address and date of birth for me? Uh, 5 Foundry Lane, Canton, Massachusetts 02021. Birthdate is February 6th, 1995. Thank you. So yeah, your phone number 869-3894? Yep. Thank you. And your email is thang.stanley@gmail.com? Yep. Thank you. So it looks like your coverage just became active as of today. Typically card information isn't available until around Thursday or Friday. Oh, okay. You need to give your card information. Okay, so I should just call back Thursday or Friday? Yes, sir. And then we could possibly get you sent one digitally while you wait on the physical cards 'cause physical cards come one to two weeks after the action, day. Oh, okay. So I'll, so I should call back Thursday or Friday for a digital card? Yes, sir. Okay, sounds great. Thank you so much. No problem, Mr. Thang. Was there anything else I could help you with today? Uh, no, that would be it. All right then. If nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. Thank you. You as well. 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 a Card. This is Malcolm. How can I help you?

Speaker speaker\_2: Hi, Malcolm. Um, I enrolled into BIC, um, I think in like the middle of the month last month. And, um, I was wondering if, um, my benefits are in effect now and if I could possibly get my member ID.

Speaker speaker\_1: Which fashion company do you work for?

Speaker speaker\_2: Um, Oxfam.

Speaker speaker\_1: And last four of your Social?

Speaker speaker\_2: 0021.

Speaker speaker\_1: First name?

Speaker speaker\_2: Thang.

Speaker speaker\_1: Last name?

Speaker speaker\_2: T-H-A-N-G.

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

Speaker speaker\_2: Uh, 5 Foundry Lane, Canton, Massachusetts 02021. Birthdate is February 6th, 1995.

Speaker speaker\_1: Thank you. So yeah, your phone number 869-3894?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Thank you. And your email is thang.stanley@gmail.com?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Thank you. So it looks like your coverage just became active as of today. Typically card information isn't available until around Thursday or Friday.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: You need to give your card information.

Speaker speaker\_2: Okay, so I should just call back Thursday or Friday?

Speaker speaker\_1: Yes, sir. And then we could possibly get you sent one digitally while you wait on the physical cards 'cause physical cards come one to two weeks after the action, day.

Speaker speaker\_2: Oh, okay. So I'll, so I should call back Thursday or Friday for a digital card?

Speaker speaker\_1: Yes, sir.

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

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

Speaker speaker\_2: Uh, no, that would be it.

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

Speaker speaker\_2: Thank you. You as well.

Speaker speaker\_1: Thank you. Bye.