

## Transcript: Malcolm

Nash-6502727005945856-6175524015751168

### Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi, uh, I'm an employee from Oxford. Uh, I would like to update my, uh, child SSN. Could that be easy? You say you need to change your date? No, no, no. Update social security number for my children. What's that of the company you work for? Uh, Oxford. Oxford Resource Global. Can I have your Social? 4520. 4520? Exactly, yes, sir. First name? Kasaba Nidavolu. First name Kasaba, last name Nidavolu. All right, for security purposes can you verify your address and date of birth for me? Uh, date of birth April 5th, 1994. Uh, address, 3702 Coventry Lane. Mailing address, uh, 3702 Coventry Lane East Cambridge, New York 12061. Permanent address, 3058 Light Prince Court Southwest Concord, North Carolina 28027. Okay. So which one is -- So do we have both of those addresses on file? Which do you want, both of them... Do you want both of them to be on file? Mm, yes, please. Yes, yes. Because I'm a contractor. I am working in New York, but my permanent address is Concord. Okay. So you're... Are you calling to add the Social to the... for your child? Yes, yes, yes. All right, I'm ready whenever you are. Uh, give me one second. Let me pull her SSN number. One second, sir. Uh, 654-853-752. Hello? Hi. This is... Yes, sir. Just to confirm, you said 654-8537-52? Perfect. Yeah. So my child, she's a female, year one. And, uh, her name is Jayatri. First name J-A-Y-A-T-R-I. Middle name, P-E- Sorry. Sorry to interrupt you. That's okay. We got you. Yeah, yeah. All right. Well, is there anything else I can help you with today, Mr. Kasaba? Um, can you please send the updated, uh, ID card please? You say send the ID card? I mean the updated card. See, we wouldn't, we wouldn't get a new... You, you wouldn't get a new ID card, 'cause she, she doesn't get her own card. It'll be under your name. Yeah, yeah, yeah. Can you send the updated card or what do we call it? Uh- There's no up... That's what I'm saying, sir. There's no updated ID card. The, whatever ID card you already have, it will be the same ID card. Uh, give me, give me, give me one... Give me a second. Let me see, uh, what do we call it. So I have a card which is, uh... Right now I only have the ID card which is listing me and my spouse and I think I'll get a new one online if they're, uh, with family on it. Oh, okay. I see what you're saying because you changed from before. Yeah, yeah, yeah. Yeah, yeah. That's what happened. Right. So your coverage just became active this past Monday. Yeah. Yeah. I'm not sure if that card would be available yet. Uh-huh. Let me see if it'd be available. Uh-huh. You mind if I put you on a brief hold? Sure, sure. No problem at all. Yeah. Thank you. ... whoo, whoo, whoo. Hey, are you there, Mr. Kastava? Y- yes, sir, I am. I'm sorry. Hi, so I did... So I was able to locate that card, so I do have a question. Mm-hmm. Which address did you want your ID c- your physical ID card sent to? Uh, to my New York address. The New York address? To the New York address, 3702, uh, Coventry Lane, East Greenbush. Actually, I'm originally from North Carolina, so that's my permanent address. I'm a non-resident. So you want it on what street? So you want it sent to North Carolina? Yeah. No, no, no, no, no. Um,

the North Carolina is my permanent address. I rented it. I rented my home to a tenant. So can you please send to the New York? I requested for updating. I mean, keep permanent address as North Carolina, mailing address New York. So I would. I'm seeing I'm just now gonna change it in the system. Is there... So is there a New York address, a home or an apartment? Do me a favor. Uh, take the North Carolina address and keep New York address as permanent. So you're saying you wanna take the New... the North Carolina address off? Yeah, yeah, yeah, please, yeah. All right. I don't wanna change this every time. All right. So it's 3702. Is that a home or an apartment? It's also Coventry. It's an apartment. Say it one more time. Apartment. Apartment. Wha- what's the apartment number? I mean, it's 66037 02. Really? Building 37, Building 37, Apartment 02. So we are writing it as 3702. 3702 Coventry. You said Building 37, Apartment number what? 02. Two. 02. Apartment 02? There n- there is no apartment for that, so it was... The USPS address was 3702 Coventry Lane, City, East Greenbush, State, New York, Zip Code 12061. I understand that, sir. I'm asking you is there an apartment or 'cause you mentioned on the app. No, no, no, no. Or is there a... Is there a certain... So it's not an apartment, you got a home? It's, um, yeah, it's a home, yeah. 3702. Okay. Yeah. So 3702 Coventry Lane- Coventry Lane. ... East Greenbush, New York, 12061? Yeah, yeah. And there's no... There's no apartment number or anything like that? Yeah, exactly. Exactly. Okay. I just wanted to make sure 'cause I'm... that's the address that I'm sending that card, the ID card to. Mm-hmm. Mm-hmm. Yes, yes, yes. All of that. Right. All right. Mm-hmm. So I got that updated in the system too. Your... So the New York address is the only one that we have on file now. Perfect. Perfect. Perfect. Yeah. So it's at the email mq dot just, uh- Mq.keshav@gmail.com. Perfect. Yes. Okay. So that's the email I'm gonna send your updated ID card to. Your physical ones- Mm-hmm. Mm-hmm. ... would take one to two weeks to get to you. No problem, sir. I just had an additional copy. Okay. Perfect. Uh-huh. Right. So I just sent that to your email. Would you be able to verify your receipt there? Uh, give me a second. Let me... Let me check whether I got the email or not. Oh, yep, I got it. I got it, got it. Let me just open it. All right. Well, is there anything else I can help you with today, Mr. Kastava? Oh, it was 100% perfect. Thank you so much, sir. Have a good day. You too. Thank you. Take care. Bye.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Hi, uh, I'm an employee from Oxford. Uh, I would like to update my, uh, child SSN. Could that be easy?

Speaker speaker\_0: You say you need to change your date?

Speaker speaker\_1: No, no, no. Update social security number for my children.

Speaker speaker\_0: What's that of the company you work for?

Speaker speaker\_1: Uh, Oxford. Oxford Resource Global.

Speaker speaker\_0: Can I have your Social?

Speaker speaker\_1: 4520.

Speaker speaker\_0: 4520?

Speaker speaker\_1: Exactly, yes, sir.

Speaker speaker\_0: First name?

Speaker speaker\_1: Kasaba Nidavolu. First name Kasaba, last name Nidavolu.

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

Speaker speaker\_1: Uh, date of birth April 5th, 1994. Uh, address, 3702 Coventry Lane. Mailing address, uh, 3702 Coventry Lane East Cambridge, New York 12061. Permanent address, 3058 Light Prince Court Southwest Concord, North Carolina 28027.

Speaker speaker\_0: Okay. So which one is -- So do we have both of those addresses on file? Which do you want, both of them... Do you want both of them to be on file?

Speaker speaker\_1: Mm, yes, please. Yes, yes. Because I'm a contractor. I am working in New York, but my permanent address is Concord.

Speaker speaker\_0: Okay. So you're... Are you calling to add the Social to the... for your child?

Speaker speaker\_1: Yes, yes, yes.

Speaker speaker\_0: All right, I'm ready whenever you are.

Speaker speaker\_1: Uh, give me one second. Let me pull her SSN number. One second, sir. Uh, 654-853-752. Hello?

Speaker speaker\_0: Hi. This is... Yes, sir. Just to confirm, you said 654-8537-52?

Speaker speaker\_1: Perfect. Yeah. So my child, she's a female, year one. And, uh, her name is Jayatri. First name J-A-Y-A-T-R-I. Middle name, P-E-

Speaker speaker\_0: Sorry. Sorry to interrupt you.

Speaker speaker\_1: That's okay.

Speaker speaker\_0: We got you.

Speaker speaker\_1: Yeah, yeah.

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

Speaker speaker\_1: Um, can you please send the updated, uh, ID card please?

Speaker speaker\_0: You say send the ID card?

Speaker speaker\_1: I mean the updated card.

Speaker speaker\_0: See, we wouldn't, we wouldn't get a new... You, you wouldn't get a new ID card, 'cause she, she doesn't get her own card. It'll be under your name.

Speaker speaker\_1: Yeah, yeah, yeah. Can you send the updated card or what do we call it? Uh-

Speaker speaker\_0: There's no up... That's what I'm saying, sir. There's no updated ID card. The, whatever ID card you already have, it will be the same ID card.

Speaker speaker\_1: Uh, give me, give me, give me one... Give me a second. Let me see, uh, what do we call it. So I have a card which is, uh... Right now I only have the ID card which is listing me and my spouse and I think I'll get a new one online if they're, uh, with family on it.

Speaker speaker\_0: Oh, okay. I see what you're saying because you changed from before.

Speaker speaker\_1: Yeah, yeah, yeah. Yeah, yeah. That's what happened.

Speaker speaker\_0: Right. So your coverage just became active this past Monday.

Speaker speaker\_1: Yeah. Yeah.

Speaker speaker\_0: I'm not sure if that card would be available yet.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: Let me see if it'd be available.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: You mind if I put you on a brief hold?

Speaker speaker\_1: Sure, sure. No problem at all. Yeah.

Speaker speaker\_0: Thank you.

Speaker speaker\_2: ... whoo, whoo, whoo.

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

Speaker speaker\_1: Y- yes, sir, I am. I'm sorry.

Speaker speaker\_0: Hi, so I did... So I was able to locate that card, so I do have a question.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Which address did you want your ID c- your physical ID card sent to?

Speaker speaker\_1: Uh, to my New York address.

Speaker speaker\_0: The New York address?

Speaker speaker\_1: To the New York address, 3702, uh, Coventry Lane, East Greenbush. Actually, I'm originally from North Carolina, so that's my permanent address. I'm a

non-resident.

Speaker speaker\_0: So you want it on what street? So you want it sent to North Carolina?

Speaker speaker\_1: Yeah. No, no, no, no, no. Um, the North Carolina is my permanent address. I rented it. I rented my home to a tenant. So can you please send to the New York? I requested for updating. I mean, keep permanent address as North Carolina, mailing address New York.

Speaker speaker\_0: So I would. I'm seeing I'm just now gonna change it in the system. Is there... So is there a New York address, a home or an apartment?

Speaker speaker\_1: Do me a favor. Uh, take the North Carolina address and keep New York address as permanent.

Speaker speaker\_0: So you're saying you wanna take the New... the North Carolina address off?

Speaker speaker\_1: Yeah, yeah, yeah, please, yeah.

Speaker speaker\_0: All right.

Speaker speaker\_1: I don't wanna change this every time.

Speaker speaker\_0: All right. So it's 3702. Is that a home or an apartment?

Speaker speaker\_1: It's also Coventry. It's an apartment.

Speaker speaker\_0: Say it one more time.

Speaker speaker\_1: Apartment. Apartment.

Speaker speaker\_0: Wha- what's the apartment number?

Speaker speaker\_1: I mean, it's 66037 02.

Speaker speaker\_0: Really?

Speaker speaker\_1: Building 37, Building 37, Apartment 02. So we are writing it as 3702. 3702 Coventry.

Speaker speaker\_0: You said Building 37, Apartment number what?

Speaker speaker\_1: 02. Two. 02.

Speaker speaker\_0: Apartment 02?

Speaker speaker\_1: There n- there is no apartment for that, so it was... The USPS address was 3702 Coventry Lane, City, East Greenbush, State, New York, Zip Code 12061.

Speaker speaker\_0: I understand that, sir. I'm asking you is there an apartment or 'cause you mentioned on the app.

Speaker speaker\_1: No, no, no, no.

Speaker speaker\_0: Or is there a... Is there a certain... So it's not an apartment, you got a home?

Speaker speaker\_1: It's, um, yeah, it's a home, yeah. 3702.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So 3702 Coventry Lane-

Speaker speaker\_1: Coventry Lane.

Speaker speaker\_0: ... East Greenbush, New York, 12061?

Speaker speaker\_1: Yeah, yeah.

Speaker speaker\_0: And there's no... There's no apartment number or anything like that?

Speaker speaker\_1: Yeah, exactly. Exactly.

Speaker speaker\_0: Okay. I just wanted to make sure 'cause I'm... that's the address that I'm sending that card, the ID card to.

Speaker speaker\_1: Mm-hmm. Mm-hmm. Yes, yes, yes. All of that. Right.

Speaker speaker\_0: All right.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So I got that updated in the system too. Your... So the New York address is the only one that we have on file now.

Speaker speaker\_1: Perfect. Perfect. Perfect.

Speaker speaker\_0: Yeah. So it's at the email mq dot just, uh-

Speaker speaker\_1: Mq.keshav@gmail.com. Perfect. Yes.

Speaker speaker\_0: Okay. So that's the email I'm gonna send your updated ID card to. Your physical ones-

Speaker speaker\_1: Mm-hmm. Mm-hmm.

Speaker speaker\_0: ... would take one to two weeks to get to you.

Speaker speaker\_1: No problem, sir. I just had an additional copy.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Perfect. Uh-huh.

Speaker speaker\_3: Right.

Speaker speaker\_0: So I just sent that to your email. Would you be able to verify your receipt there?

Speaker speaker\_1: Uh, give me a second. Let me... Let me check whether I got the email or not. Oh, yep, I got it. I got it, got it. Let me just open it.

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

Speaker speaker\_1: Oh, it was 100% perfect. Thank you so much, sir. Have a good day.

Speaker speaker\_0: You too. Thank you.

Speaker speaker\_1: Take care. Bye.