

Transcript: Malcolm

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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? Yes, um, I recently signed up for a coverage and I still never received my card in the mail. What staffing company you work for, sir? RC. Okay. What's the last four of your social? 570-... 5708. First name? Rashad Johnson. Your first name? Rashad. Last name? Johnson. All right, for security purposes, can you verify your address and date of birth for me? 324 Hampton Ridge Road, Norcross, Georgia 30093. Do birthday is July the 29th. What was the address one more time? 324 Hampton Ridge Road, Norcross- Hampton Ridge Road? Yeah. Is that a home or apartment? Apartment. Okay. So it do-... You probably haven't received it 'cause there's no apartment number. What apartment number is it? 324 is the number. Three- Apartment 324? Yeah. All right. So we have a phone number 404- Can I ask you a question real quick? A good phone number is 404-966-3371? Yeah. And your email is rashad@johnson@gmail.com? Yeah. Thank you. All right. So what I'm going to do, I'm going to get you a card sent both digitally and physically. Okay. The physical cards would take one to two weeks to get to you. The digital ones you should receive in your email shortly. Do you mind if I put you on a brief hold while I get those cards for you? No, go ahead. Okay. Have a good day, Mr. Johnson? Yeah, I'm good. Right, so I just put in a request for your ID cards to be sent physically, and you should receive your digital card soon in your email. Okay. All right. Well, was there anything else I can help you with today? No, that's all. Would you be able to confirm that you received your ID cards by any chance at this moment? Uh-huh. It should be from an info@benefitsinacard.com. What did you say? It'd be from info@benefitsinacard.com. Yeah, nothing came through yet. It does sometimes go to your spam folder as well. Okay. Let me check then. No, still nothing. Okay. If you don't receive your cards, just give us a call back and we'll get them shipped again. Okay. Right. Well, is there anything I can he- So, uh, what email, what email did you send them to? Because mine- Uh, give me one moment. Give me one moment as I close your account. Okay, I got it now. I got it. There, you have it? Okay. There anything else I can help you with today, Mr. Johnson? No, that's it. All right. Thanks for calling Benefits in a Card. I hope you have a great week, man. All right. You too. Bye. Thank you. Bye-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: Yes, um, I recently signed up for a coverage and I still never received my card in the mail.

Speaker speaker_1: What staffing company you work for, sir?

Speaker speaker_2: RC.

Speaker speaker_1: Okay. What's the last four of your social?

Speaker speaker_2: 570-... 5708.

Speaker speaker_1: First name?

Speaker speaker_2: Rashad Johnson.

Speaker speaker_1: Your first name?

Speaker speaker_2: Rashad.

Speaker speaker_1: Last name?

Speaker speaker_2: Johnson.

Speaker speaker_1: All right, for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 324 Hampton Ridge Road, Norcross, Georgia 30093. Do birthday is July the 29th.

Speaker speaker_1: What was the address one more time?

Speaker speaker_2: 324 Hampton Ridge Road, Norcross-

Speaker speaker_1: Hampton Ridge Road?

Speaker speaker_2: Yeah.

Speaker speaker_1: Is that a home or apartment?

Speaker speaker_2: Apartment.

Speaker speaker_1: Okay. So it do-... You probably haven't received it 'cause there's no apartment number. What apartment number is it?

Speaker speaker_2: 324 is the number.

Speaker speaker_1: Three- Apartment 324?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. So we have a phone number 404-

Speaker speaker_2: Can I ask you a question real quick?

Speaker speaker_1: A good phone number is 404-966-3371?

Speaker speaker_2: Yeah.

Speaker speaker_1: And your email is rashad@johnson@gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Thank you. All right. So what I'm going to do, I'm going to get you a card sent both digitally and physically.

Speaker speaker_2: Okay.

Speaker speaker_1: The physical cards would take one to two weeks to get to you. The digital ones you should receive in your email shortly. Do you mind if I put you on a brief hold while I get those cards for you?

Speaker speaker_2: No, go ahead.

Speaker speaker_1: Okay. Have a good day, Mr. Johnson?

Speaker speaker_3: Yeah, I'm good.

Speaker speaker_1: Right, so I just put in a request for your ID cards to be sent physically, and you should receive your digital card soon in your email.

Speaker speaker_3: Okay.

Speaker speaker_1: All right. Well, was there anything else I can help you with today?

Speaker speaker_3: No, that's all.

Speaker speaker_1: Would you be able to confirm that you received your ID cards by any chance at this moment?

Speaker speaker_3: Uh-huh.

Speaker speaker_1: It should be from an info@benefitsinacard.com.

Speaker speaker_3: What did you say?

Speaker speaker_1: It'd be from info@benefitsinacard.com.

Speaker speaker_3: Yeah, nothing came through yet.

Speaker speaker_1: It does sometimes go to your spam folder as well.

Speaker speaker_3: Okay. Let me check then. No, still nothing.

Speaker speaker_1: Okay. If you don't receive your cards, just give us a call back and we'll get them shipped again.

Speaker speaker_3: Okay.

Speaker speaker_1: Right. Well, is there anything I can he-

Speaker speaker_3: So, uh, what email, what email did you send them to? Because mine-

Speaker speaker_1: Uh, give me one moment. Give me one moment as I close your account.

Speaker speaker_3: Okay, I got it now. I got it.

Speaker speaker_1: There, you have it? Okay. There anything else I can help you with today, Mr. Johnson?

Speaker speaker_3: No, that's it.

Speaker speaker_1: All right. Thanks for calling Benefits in a Card. I hope you have a great week, man.

Speaker speaker_3: All right. You too. Bye.

Speaker speaker_1: Thank you. Bye-bye.