

Transcript: Malcolm

Nash-4570220940181504-6182816810221568

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits United. This is Malcolm, how can I help you? Uh, yeah. Um, I was calling to check on... check on my, uh, benefits. Um, I'm trying to get some new glasses, and I hadn't received my card yet. So I was gonna see if like I could get my membership number and all that. What, what staffing company do you work for? I work for MAU. So may I ask for your social? 8744. First name? Cody. C-O-D-Y. Last name? Spell. S-P-E-L-L. Okay. And for security purposes, can you verify your address and date of birth for me? 2470 Georgia Highway 56 North Waynesboro, Georgia 30830. And my date of birth is 10/17/1986. Okay. Let's see we got your phone number at 706-555-1581. 551-1581. You said 551-1581? Yeah. Yeah. All right, so it's 706-551-1581? Yes. Again, your email is axe.spell@gmail.com? Yes. Thank you. Now you say you need your vision card sent to you? Yeah. You mind if I put you on a brief hold while I get that for you? Yeah, that's fine but would you be able to give me like my membership information and all so I could use my vision today? Yeah, your coverage is active and you'll be able to use the information I send you in your email. Oh, okay. All right. I appreciate you. No problem. All right. Here's my email. I got it. I got it. Hmm? If you get this, give this to Hello? Are you there, Mr. Spell? Yeah, I'm all right. Nice. I just sent you those ID cards. Okay. Is there anything else I can help you with today? Uh, that'll be it. I appreciate your help. No problem, Mr. Spell. There's nothing else. Thanks for calling Benefits United. I hope you have a great rest of your day. All right. Thank you. No problem.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits United. This is Malcolm, how can I help you?

Speaker speaker_2: Uh, yeah. Um, I was calling to check on... check on my, uh, benefits. Um, I'm trying to get some new glasses, and I hadn't received my card yet. So I was gonna see if like I could get my membership number and all that.

Speaker speaker_1: What, what staffing company do you work for?

Speaker speaker_2: I work for MAU.

Speaker speaker_1: So may I ask for your social?

Speaker speaker_2: 8744.

Speaker speaker_1: First name?

Speaker speaker_2: Cody. C-O-D-Y.

Speaker speaker_1: Last name?

Speaker speaker_2: Spell. S-P-E-L-L.

Speaker speaker_1: Okay. And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 2470 Georgia Highway 56 North Waynesboro, Georgia 30830. And my date of birth is 10/17/1986.

Speaker speaker_1: Okay. Let's see we got your phone number at 706-555-1581.

Speaker speaker_2: 551-1581.

Speaker speaker_1: You said 551-1581?

Speaker speaker_2: Yeah. Yeah.

Speaker speaker_1: All right, so it's 706-551-1581?

Speaker speaker_2: Yes.

Speaker speaker_1: Again, your email is axe.spell@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. Now you say you need your vision card sent to you?

Speaker speaker_2: Yeah.

Speaker speaker_1: You mind if I put you on a brief hold while I get that for you?

Speaker speaker_2: Yeah, that's fine but would you be able to give me like my membership information and all so I could use my vision today?

Speaker speaker_1: Yeah, your coverage is active and you'll be able to use the information I send you in your email.

Speaker speaker_2: Oh, okay. All right. I appreciate you.

Speaker speaker_1: No problem.

Speaker speaker_2: All right. Here's my email.

Speaker speaker_1: I got it. I got it.

Speaker speaker_2: Hmm?

Speaker speaker_1: If you get this, give this to

Speaker speaker_2: Hello?

Speaker speaker_1: Are you there, Mr. Spell?

Speaker speaker_2: Yeah, I'm all right.

Speaker speaker_1: Nice. I just sent you those ID cards.

Speaker speaker_2: Okay.

Speaker speaker_1: Is there anything else I can help you with today?

Speaker speaker_2: Uh, that'll be it. I appreciate your help.

Speaker speaker_1: No problem, Mr. Spell. There's nothing else. Thanks for calling Benefits United. I hope you have a great rest of your day.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: No problem.