

Transcript: Malcolm

Nash-4579071288098816-5166318509047808

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits in the card. This is Malcolm. How can I help you? Hi. Yes, I was just calling to see if I can get my policy number? What staffing company do you work for? Serge. What's the last four of your social? 6364. First name? Kelly. Last name? Moore. M-O-O-R-E. For security purposes, can you verify your address and date of birth for me? It's 183 Posey Drive, Fort Payne, Alabama 35967 and my birthdate is June 16th, 1989. Thank you. So we got your phone number, 256-4343-1422? Yes. And your email is kellybrianneemoore@gmail.com? Yes. Thank you. All right. So it looks like your coverage just became active as of yesterday. Mm-hmm. I can see your policy numbers were available. That information isn't available till around Thursday or Friday. You mind if I put you on a brief hold while I see if they're available? Okay. Yes, please. Thank you. Thank you. Hey, are you there, Miss Moore? I am. All right. So I do have that policy number available for you whenever you're ready. Okay, I'm ready. It's 256- Okay. ... 37... 43. I got 2563 and then it cut out. So 256-373- 3743. 3743. Okay. Amazing. Thank you so much. No problem. Typically, if you needed like the full card, they'll be available digitally around Thursday or Friday. Right now, there's no like- Okay. ... an actual card is available, but I do give, I did... Well, was able to provide you with the policy number. Okay. Yeah. Because I have a few things that I got to get done, like, immediately. So I'm like freaking out. I understand. So hopefully they can send the policy number. Is there anything I can help you with, Miss Moore? That's... That's all. Thank you so much. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of the week. Thanks. You too. Bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: ... benefits in the card. This is Malcolm. How can I help you?

Speaker speaker_2: Hi. Yes, I was just calling to see if I can get my policy number?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Serge.

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

Speaker speaker_2: 6364.

Speaker speaker_1: First name?

Speaker speaker_2: Kelly.

Speaker speaker_1: Last name?

Speaker speaker_2: Moore. M-O-O-R-E.

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

Speaker speaker_2: It's 183 Posey Drive, Fort Payne, Alabama 35967 and my birthdate is June 16th, 1989.

Speaker speaker_1: Thank you. So we got your phone number, 256-4343-1422?

Speaker speaker_2: Yes.

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

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. All right. So it looks like your coverage just became active as of yesterday.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: I can see your policy numbers were available. That information isn't available till around Thursday or Friday. You mind if I put you on a brief hold while I see if they're available?

Speaker speaker_2: Okay. Yes, please. Thank you.

Speaker speaker_1: Thank you. Hey, are you there, Miss Moore?

Speaker speaker_2: I am.

Speaker speaker_1: All right. So I do have that policy number available for you whenever you're ready.

Speaker speaker_2: Okay, I'm ready.

Speaker speaker_1: It's 256-

Speaker speaker_2: Okay.

Speaker speaker_1: ... 37... 43.

Speaker speaker_2: I got 2563 and then it cut out.

Speaker speaker_1: So 256-373- 3743.

Speaker speaker_2: 3743. Okay. Amazing. Thank you so much.

Speaker speaker_1: No problem. Typically, if you needed like the full card, they'll be available digitally around Thursday or Friday. Right now, there's no like-

Speaker speaker_2: Okay.

Speaker speaker_1: ... an actual card is available, but I do give, I did... Well, was able to provide you with the policy number.

Speaker speaker_2: Okay. Yeah. Because I have a few things that I got to get done, like, immediately. So I'm like freaking out.

Speaker speaker_1: I understand.

Speaker speaker_2: So hopefully they can send the policy number.

Speaker speaker_1: Is there anything I can help you with, Miss Moore?

Speaker speaker_2: That's... That's all. Thank you so much.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of the week.

Speaker speaker_2: Thanks. You too. Bye.

Speaker speaker_1: Thank you. Bye.