

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hey, Malcolm. I just wanted to see if y'all could send me, um, my insurance card in the mail. What staffing company do you work for? ATC. 12th Street. What's the last four of your- what's the last four of your social? 0214. First name? Francesca. Last name? Williams. For security purposes, can you verify your address and date of birth for me? 1214 South Street, Thomasville, Georgia 31792. And your date of birth? February 6, 1993. Yes, we got your phone number at 229-221-2423. That's correct. And your email is chessie16.fw@gmail.com. That's correct. Thank you. Y'all got this. Thank you. So which ID cards did you need? You just need a medical or both needed? Um, yes. Well, other ones do you have? So you have dental, vision and medical. So I'm not sure which one you actually need. Yes, can you send all of them? Yes, ma'am, you want- Can you send them all, because I don't have them? Okay. Mind if I put you in a brief hold while I get those for you? Mm-hmm. Hey, when you coming up on Are you there, Ms. Williams? I'm here. Did you want them sent physically as well? Um, yes. Right, so it's the 1214 South Street, is that a home or an apartment? That's correct. Could you say that again, ma'am? It's hard for me to hear you. 1214 South Street. That's correct. Now I'm asking, is it a home or an apartment? Home. And s- and there's no PO Box or anything? No. All right. I'm going to put you on a brief hold again while I get the rest of that information that's needed. Mm-hmm. All right. Hey. Hello? Hello? Hello? Hello? Hello? Hello? Hey there, Ms. Williams. Yes. Hi. So I just sent those ID cards to your email. Okay. Thank you. No problem. You can expect the physical card in one to two weeks. Okay. Thank you. No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. Uh-huh. You, too. Thank you. No problem.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_1: Hey, Malcolm. I just wanted to see if y'all could send me, um, my insurance card in the mail.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: ATC. 12th Street.

Speaker speaker_0: What's the last four of your- what's the last four of your social?

Speaker speaker_1: 0214.

Speaker speaker_0: First name?

Speaker speaker_1: Francesca.

Speaker speaker_0: Last name?

Speaker speaker_1: Williams.

Speaker speaker_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 1214 South Street, Thomasville, Georgia 31792.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: February 6, 1993.

Speaker speaker_0: Yes, we got your phone number at 229-221-2423.

Speaker speaker_1: That's correct.

Speaker speaker_0: And your email is chessie16.fw@gmail.com.

Speaker speaker_1: That's correct.

Speaker speaker_0: Thank you.

Speaker speaker_2: Y'all got this. Thank you.

Speaker speaker_0: So which ID cards did you need? You just need a medical or both needed?

Speaker speaker_1: Um, yes. Well, other ones do you have?

Speaker speaker_0: So you have dental, vision and medical. So I'm not sure which one you actually need.

Speaker speaker_1: Yes, can you send all of them?

Speaker speaker_0: Yes, ma'am, you want-

Speaker speaker_1: Can you send them all, because I don't have them?

Speaker speaker_0: Okay. Mind if I put you in a brief hold while I get those for you?

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: Hey, when you coming up on

Speaker speaker_0: Are you there, Ms. Williams?

Speaker speaker_1: I'm here.

Speaker speaker_0: Did you want them sent physically as well?

Speaker speaker_1: Um, yes.

Speaker speaker_0: Right, so it's the 1214 South Street, is that a home or an apartment?

Speaker speaker_1: That's correct.

Speaker speaker_0: Could you say that again, ma'am? It's hard for me to hear you.

Speaker speaker_1: 1214 South Street. That's correct.

Speaker speaker_0: Now I'm asking, is it a home or an apartment?

Speaker speaker_1: Home.

Speaker speaker_0: And s- and there's no PO Box or anything?

Speaker speaker_1: No.

Speaker speaker_0: All right. I'm going to put you on a brief hold again while I get the rest of that information that's needed.

Speaker speaker_1: Mm-hmm. All right.

Speaker speaker_4: Hey. Hello? Hello? Hello? Hello? Hello? Hello? Hey there, Ms. Williams.

Speaker speaker_5: Yes.

Speaker speaker_4: Hi. So I just sent those ID cards to your email.

Speaker speaker_5: Okay. Thank you.

Speaker speaker_4: No problem. You can expect the physical card in one to two weeks.

Speaker speaker_5: Okay. Thank you.

Speaker speaker_4: No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_5: Uh-huh. You, too.

Speaker speaker_4: Thank you.

Speaker speaker_5: No problem.