

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Um, hi. My name is Brianna Robinson. Um, I was calling 'cause I had enrolled into coverage, um, through my temp agency, and then I had got another text message about enrollment, so I had enrolled again thinking, like, something was wrong with it or something. But then I got a call saying that a text message was sent. I guess... I guessed it was sent to me in error. So I was trying to see, like, what I'm enrolled into and, um, yeah, how I can view it online 'cause I'm not seeing anything there. What staffing company do you work for? Um, American Staff Corps. Last four of your Social? It's 3810. First name? Brianna. For security purposes, can you verify your address and date of birth for me? Um, it's 601 Pepper Tree Lane, Midwest City, Oklahoma 73110 and my date of birth is February 19, 199- 1992. Thank you. So we got a good phone number, 405-215-6989? Yes, uh-huh. And the email is bnrobbins0219@gmail.com? Yes. Thank you. So it looks like you have the Dental Vision and the VIP Classic Plan. Okay. Do you know how... Do you know how I can see that online or can you guys send me, like, another, uh, card out or something? Yes, ma'am you need ID cards? Yes, please. You mind if I put you on hold while I get those for you? Yeah, that's fine. Thank you. Yeah, Ms. Robinson. Yeah. So that's 601 Pepper Tree Lane. Is that a home or apartment? Um, it's a house. Okay. All right. So I just put in a request for your ID cards to be sent to you physically. They'll take one or two weeks and I'm going to get... I'm going to send the..... digitally as well while you wait on the physical ones. Okay, thank you. No problem. You mind if I put you on a brief hold again while I get those for you? Yeah, that's fine. So is the bnrobbins2- uh, 0219 at Gmail got time, a good email to send them to? Yes, it is. Okay. Let me put you on hold again while I get those cards for you. Okay, thank you. Mm-hmm. Hmm, are you there, Ms. Robinson? Yeah, I'm here. All right, so we- uh, right now the website is actually having some issues. I'm not able to get the digital cards for you, but- Okay. ... as soon as I am able to access them, I will be emailing them to you. I just wanted to let you know to be on the lookout for them. All right, thank you. No problem, Ms. Robinson. Is there anything else I can help you with today? No, that's it. Well, if there's nothing else, thanks for calling Benefits in the Card. Thank you. I hope you have a great rest of your week. You too. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Um, hi. My name is Brianna Robinson. Um, I was calling 'cause I had enrolled into coverage, um, through my temp agency, and then I had got another text message about enrollment, so I had enrolled again thinking, like, something was wrong with it or something. But then I got a call saying that a text message was sent. I guess... I guessed it was sent to me in error. So I was trying to see, like, what I'm enrolled into and, um, yeah, how I can view it online 'cause I'm not seeing anything there.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Um, American Staff Corps.

Speaker speaker_0: Last four of your Social?

Speaker speaker_1: It's 3810.

Speaker speaker_0: First name?

Speaker speaker_1: Brianna.

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

Speaker speaker_1: Um, it's 601 Pepper Tree Lane, Midwest City, Oklahoma 73110 and my date of birth is February 19, 199- 1992.

Speaker speaker_0: Thank you. So we got a good phone number, 405-215-6989?

Speaker speaker_1: Yes, uh-huh.

Speaker speaker_0: And the email is bnrobbins0219@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. So it looks like you have the Dental Vision and the VIP Classic Plan.

Speaker speaker_1: Okay. Do you know how... Do you know how I can see that online or can you guys send me, like, another, uh, card out or something?

Speaker speaker_0: Yes, ma'am you need ID cards?

Speaker speaker_1: Yes, please.

Speaker speaker_0: You mind if I put you on hold while I get those for you?

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_0: Thank you. Yeah, Ms. Robinson.

Speaker speaker_1: Yeah.

Speaker speaker_0: So that's 601 Pepper Tree Lane. Is that a home or apartment?

Speaker speaker_1: Um, it's a house.

Speaker speaker_0: Okay. All right. So I just put in a request for your ID cards to be sent to you physically. They'll take one or two weeks and I'm going to get... I'm going to send the..... digitally as well while you wait on the physical ones.

Speaker speaker_2: Okay, thank you.

Speaker speaker_0: No problem. You mind if I put you on a brief hold again while I get those for you?

Speaker speaker_2: Yeah, that's fine.

Speaker speaker_0: So is the bnrobbins2- uh, 0219 at Gmail got time, a good email to send them to?

Speaker speaker_2: Yes, it is.

Speaker speaker_0: Okay. Let me put you on hold again while I get those cards for you.

Speaker speaker_2: Okay, thank you.

Speaker speaker_0: Mm-hmm. Hmm, are you there, Ms. Robinson?

Speaker speaker_2: Yeah, I'm here.

Speaker speaker_0: All right, so we- uh, right now the website is actually having some issues. I'm not able to get the digital cards for you, but-

Speaker speaker_2: Okay.

Speaker speaker_0: ... as soon as I am able to access them, I will be emailing them to you. I just wanted to let you know to be on the lookout for them.

Speaker speaker_2: All right, thank you.

Speaker speaker_0: No problem, Ms. Robinson. Is there anything else I can help you with today?

Speaker speaker_2: No, that's it.

Speaker speaker_0: Well, if there's nothing else, thanks for calling Benefits in the Card.

Speaker speaker_2: Thank you.

Speaker speaker_0: I hope you have a great rest of your week.

Speaker speaker_2: You too. Bye.