

Transcript: Malcolm

Nash-4872442493714432-5509593342328832

Full Transcript

Thanks for calling Benefits and the Card. This is Malcolm. How can I help you? Yeah, how are you doing today? I'm doing good. How about you? Good. Not too bad. I... I was just calling to see what my benefits were and if I... 'Cause I haven't received a card in my mail yet. I was wondering if there's any way I could get it, uh, digital version for now or- What staffing company do you work for us? Come again? What staffing company do you work for? Uh, Superior Food Chain. Per- uh, last four of your social? Uh, 2475. First name? Uh, Ambrole. A-M-B-R-O-L-E. Last name? De Arias. Double L, double R. For security purposes, can you verify your address and date of birth for me? Uh, it should be 2208 West Jackson Avenue, McAllen, Texas 78501. And date of birth? 11/06/2001. Okay. Let's see. We got your phone number 956-652-1536? Yes, sir. And the email is last name first name at gmail.com? Yes, sir. Thank you. All right. So it looks like your coverage just became active as of today. It'll take one to two weeks to get your card to you physically. The digital versions wouldn't be available till typically around Thursday or Friday. Uh, the digital version? Yes, sir. Okay. Uh, would I get a email to me or... So you would have to call and request it. It would- Right. Okay. So I would have to call and request it on Thursday? Typically, digital versions around... are available around Thursday or Friday. Yes, sir. Okay. So give you back the call Thursday or Friday then? Yes, sir. Ten-four. Sounds good. Well, is there anything else I can help you with today, Mr. Ambrole? No. No. That'll be it. Okay. If there's nothing else, let's make the final benefits and the card. Hope you have a great rest of your week, man. Bye, Bob. Thank you. Thank you.

Conversation Format

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

Speaker speaker_1: Yeah, how are you doing today?

Speaker speaker_0: I'm doing good. How about you?

Speaker speaker_1: Good. Not too bad. I... I was just calling to see what my benefits were and if I... 'Cause I haven't received a card in my mail yet. I was wondering if there's any way I could get it, uh, digital version for now or-

Speaker speaker_0: What staffing company do you work for us?

Speaker speaker_1: Come again?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Uh, Superior Food Chain.

Speaker speaker_0: Per- uh, last four of your social?

Speaker speaker_1: Uh, 2475.

Speaker speaker_0: First name?

Speaker speaker_1: Uh, Ambrole. A-M-B-R-O-L-E.

Speaker speaker_0: Last name?

Speaker speaker_1: De Arias. Double L, double R.

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

Speaker speaker_1: Uh, it should be 2208 West Jackson Avenue, McAllen, Texas 78501.

Speaker speaker_0: And date of birth?

Speaker speaker_1: 11/06/2001.

Speaker speaker_0: Okay. Let's see. We got your phone number 956-652-1536?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email is last name first name at gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Thank you. All right. So it looks like your coverage just became active as of today. It'll take one to two weeks to get your card to you physically. The digital versions wouldn't be available till typically around Thursday or Friday.

Speaker speaker_1: Uh, the digital version?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Uh, would I get a email to me or...

Speaker speaker_0: So you would have to call and request it. It would-

Speaker speaker_1: Right. Okay. So I would have to call and request it on Thursday?

Speaker speaker_0: Typically, digital versions around... are available around Thursday or Friday. Yes, sir.

Speaker speaker_1: Okay. So give you back the call Thursday or Friday then?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Ten-four. Sounds good.

Speaker speaker_0: Well, is there anything else I can help you with today, Mr. Ambrole?

Speaker speaker_1: No. No. That'll be it.

Speaker speaker_0: Okay. If there's nothing else, let's make the final benefits and the card.
Hope you have a great rest of your week, man.

Speaker speaker_1: Bye, Bob. Thank you.

Speaker speaker_0: Thank you.