

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hey, Malcolm. My name's Charles Lacey. I need to reinstate my, uh, Benefits in a Card plan, please. All right. What staffing company do you work for? Oxford Global Resources. What's the last four of your social? 2232. First name? Charles. Last name? Lacey. All right. Well, security purposes, can you verify your address and date of birth for me? Uh, address is 11201 Boudreaux Road, Apartment 314, Tomball, Texas 77375, and my birthday is July 23rd, 1965. Thank you. So we got a good phone number, 320-493-7763? That is correct. And a good email is stellacy4@gmail.com? Yes. Thank you. And you say you're the one who wants to get your coverage reinstated? Yeah, please. Okay. You mind if I put you on a brief hold? Go ahead. Thank you. Are you there, Mr. Lacey? Yes, sir. Great. Hello? Yes, sir. So you just want to... I got that reinstated for you. I'm sorry, you broke up. Can you say that one more time? S- I got that reinstated for you, Mr. Lacey. Okay, awesome. So, uh, I don't need to do anything else then, right? No, sir. It take one to two weeks, like the normal enrollment for it to kick back in. Okay. I appreciate it. No problem, Mr. Lacey. Was there anything else I can help you with today? No, sir. You did great job, Malcolm. No problem. Appreciate it, man. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. All right. You too. Bye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hey, Malcolm. My name's Charles Lacey. I need to reinstate my, uh, Benefits in a Card plan, please.

Speaker speaker_1: All right. What staffing company do you work for?

Speaker speaker_2: Oxford Global Resources.

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

Speaker speaker_2: 2232.

Speaker speaker_1: First name?

Speaker speaker_2: Charles.

Speaker speaker_1: Last name?

Speaker speaker_2: Lacey.

Speaker speaker_1: All right. Well, security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Uh, address is 11201 Boudreaux Road, Apartment 314, Tomball, Texas 77375, and my birthday is July 23rd, 1965.

Speaker speaker_1: Thank you. So we got a good phone number, 320-493-7763?

Speaker speaker_2: That is correct.

Speaker speaker_1: And a good email is stellacy4@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. And you say you're the one who wants to get your coverage reinstated?

Speaker speaker_2: Yeah, please.

Speaker speaker_1: Okay. You mind if I put you on a brief hold?

Speaker speaker_2: Go ahead.

Speaker speaker_1: Thank you. Are you there, Mr. Lacey?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Great.

Speaker speaker_2: Hello?

Speaker speaker_1: Yes, sir. So you just want to... I got that reinstated for you.

Speaker speaker_2: I'm sorry, you broke up. Can you say that one more time?

Speaker speaker_1: S- I got that reinstated for you, Mr. Lacey.

Speaker speaker_2: Okay, awesome. So, uh, I don't need to do anything else then, right?

Speaker speaker_1: No, sir. It take one to two weeks, like the normal enrollment for it to kick back in.

Speaker speaker_2: Okay. I appreciate it.

Speaker speaker_1: No problem, Mr. Lacey. Was there anything else I can help you with today?

Speaker speaker_2: No, sir. You did great job, Malcolm.

Speaker speaker_1: No problem. Appreciate it, man. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_2: All right. You too. Bye.