

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? Um, I was trying to see if my, um, card is active. What staffing company do you work for? Uh, I work for, uh, Tyson. I need the staffing company, sir. Oh, oh, ground service. Thank you. What's the last four of your social? 8785. You said 8785? Yes, sir. First name? Omar Yellows. All right. For security purposes, can you verify your address and date of birth for me? 151 April Street, and date of birth is 052505. Thank you. I need a -you- I need your city, state, zip code as well. Uh, you said state and zip code? City, state and zip code. Oh, it's Alabama, and the zip code is 36089. Thank you. So we gotta get a phone number, 334-468-2179? Yes, sir. And there's no email on file, would you like to add an email? Uh... no, no. Okay. All right. So it doesn't look like you have any active coverage, look like it ended on 10-6-24. I'm sorry, can you say that again? Your coverage ended on 10-6-24, you don't have any active coverage. All right. All right. Thank you. No problem, Mr. Cunningham, was there anything else I can help you with at all? No, sir. Thanks for calling Benefits in a Card, I hope you have a great rest of your day.

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: Um, I was trying to see if my, um, card is active.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, I work for, uh, Tyson.

Speaker speaker_1: I need the staffing company, sir.

Speaker speaker_2: Oh, oh, ground service.

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

Speaker speaker_2: 8785.

Speaker speaker_1: You said 8785?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: First name?

Speaker speaker_2: Omar Yellows.

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

Speaker speaker_2: 151 April Street, and date of birth is 052505.

Speaker speaker_1: Thank you. I need a -you- I need your city, state, zip code as well.

Speaker speaker_2: Uh, you said state and zip code?

Speaker speaker_1: City, state and zip code.

Speaker speaker_2: Oh, it's Alabama, and the zip code is 36089.

Speaker speaker_1: Thank you. So we gotta get a phone number, 334-468-2179?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And there's no email on file, would you like to add an email?

Speaker speaker_2: Uh... no, no.

Speaker speaker_1: Okay. All right. So it doesn't look like you have any active coverage, look like it ended on 10-6-24.

Speaker speaker_2: I'm sorry, can you say that again?

Speaker speaker_1: Your coverage ended on 10-6-24, you don't have any active coverage.

Speaker speaker_2: All right. All right. Thank you.

Speaker speaker_1: No problem, Mr. Cunningham, was there anything else I can help you with at all?

Speaker speaker_2: No, sir.

Speaker speaker_1: Thanks for calling Benefits in a Card, I hope you have a great rest of your day.