

Transcript: Malcolm

Nash-5086001231249408-4796583761100800

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits and a Card. This is Malcolm. How can I help you? Hey, Malcolm. This is Thomas. Um, I was calling to see when was I gonna get my insurance card? What staffing company do you work for? Priority. Priority Staffing. Priority Personnel? Yeah. Okay. What's the last four of your social? 5315. You said 5315? Yep. First name... Your first name, sir? Thomas. Last name? Williamson. All right. For security purposes, can you verify your address and date of birth for me? 190 Robbins Nest Lane, Kyle, Texas 78640. And 7/20/1993. I'm just... What was that date of birth one more time? 07/20/1993. Thank you. So we got your phone number, 803-844-8489? Okay. Yes, sir. And... And if your email is twilliamson8822@gmail.com? Yes, sir. Thank you. So it looks like your coverage just became active this past Monday. It takes one to two weeks for your ID cards to get to you in the mail from the day that your coverage was active. Um... Yeah. The woman said that I could get, uh, cards in my email in 72 hours. I, I can see if your cards are available. You mind if I put you in a brief hold? Yeah. For you. Are you there, Mr. Thomas? Yeah, I'm here. All right, sir. I just sent those ID cards to your email. All righty, thank you. No problem, Mr. Thomas. Was there anything else that I can help you with today? No, sir. All right. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. All right, you too. Take care.

Conversation Format

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

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

Speaker speaker_2: Hey, Malcolm. This is Thomas. Um, I was calling to see when was I gonna get my insurance card?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Priority.

Speaker speaker_1: Priority Staffing. Priority Personnel?

Speaker speaker_2: Yeah.

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

Speaker speaker_2: 5315.

Speaker speaker_1: You said 5315?

Speaker speaker_2: Yep.

Speaker speaker_1: First name... Your first name, sir?

Speaker speaker_2: Thomas.

Speaker speaker_1: Last name?

Speaker speaker_2: Williamson.

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

Speaker speaker_2: 190 Robbins Nest Lane, Kyle, Texas 78640. And 7/20/1993.

Speaker speaker_1: I'm just... What was that date of birth one more time?

Speaker speaker_2: 07/20/1993.

Speaker speaker_1: Thank you. So we got your phone number, 803-844-8489?

Speaker speaker_2: Okay. Yes, sir.

Speaker speaker_1: And... And if your email is twilliamson8822@gmail.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you. So it looks like your coverage just became active this past Monday. It takes one to two weeks for your ID cards to get to you in the mail from the day that your coverage was active.

Speaker speaker_2: Um... Yeah. The woman said that I could get, uh, cards in my email in 72 hours.

Speaker speaker_1: I, I can see if your cards are available. You mind if I put you in a brief hold?

Speaker speaker_2: Yeah.

Speaker speaker_1: For you.

Speaker speaker_3: Are you there, Mr. Thomas?

Speaker speaker_4: Yeah, I'm here.

Speaker speaker_3: All right, sir. I just sent those ID cards to your email.

Speaker speaker_4: All righty, thank you.

Speaker speaker_3: No problem, Mr. Thomas. Was there anything else that I can help you with today?

Speaker speaker_4: No, sir.

Speaker speaker_3: All right. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_4: All right, you too.

Speaker speaker_3: Take care.