

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? Hi, my name is Courtney, C-O-U-R-T-N-E-Y, Barbour, B-A-R-B-O-U-R. I have an assurance card through you all, but I kinda lost it. So I wanted to know if I could get another one sent through the mail? All right. Which packing company do you work- work for? Um, Hood- uh, Crown Services. Hood Container. What's the last four of your Social Security number? 7396. You said 7396? Yes. How do you spell your last name? Barbour, B-A-R-B-O-U-R. All right. For security purposes, can you verify your address and date of birth for me? Um, okay. Uh, 302 West 12th Street in Fort Kentucky, 41710. Uh, 7/15/1997. If you want me to email barbourcourtney@... email.com? Yes. Yes. Okay. And so you want me to send it virtually? Or how do you like it? Um, um, can you send a physical card? Yes, ma'am. Do you need a digital one as well? No, I just need a physical one 'cause I kinda lost the physical one I had. Okay. I can just send it- get it sent physically then. Um, do you know what address it's gonna get- Go ahead. Do you know what address it's gonna get sent to? Say that again, ma'am? Do you know what address it's gonna get sent to? The one that we have on file is 302 West 12th Street. Okay. Yes. Okay, thank you. No problem. Is there anything else I can help you with today, Ms. Courtney? Um, no. Thank you. Also please be advised it does take one to two weeks for the cards to get to you physically. Okay. All right. Have a good day. Thank you. Have a nice day. You too.

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: Hi, my name is Courtney, C-O-U-R-T-N-E-Y, Barbour, B-A-R-B-O-U-R. I have an assurance card through you all, but I kinda lost it. So I wanted to know if I could get another one sent through the mail?

Speaker speaker_1: All right. Which packing company do you work- work for?

Speaker speaker_2: Um, Hood- uh, Crown Services. Hood Container.

Speaker speaker_1: What's the last four of your Social Security number?

Speaker speaker_2: 7396.

Speaker speaker_1: You said 7396?

Speaker speaker_2: Yes.

Speaker speaker_1: How do you spell your last name?

Speaker speaker_2: Barbour, B-A-R-B-O-U-R.

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

Speaker speaker_2: Um, okay. Uh, 302 West 12th Street in Fort Kentucky, 41710. Uh, 7/15/1997.

Speaker speaker_1: If you want me to email barbourcourtney@... email.com?

Speaker speaker_2: Yes. Yes.

Speaker speaker_1: Okay. And so you want me to send it virtually? Or how do you like it?

Speaker speaker_2: Um, um, can you send a physical card?

Speaker speaker_1: Yes, ma'am. Do you need a digital one as well?

Speaker speaker_2: No, I just need a physical one 'cause I kinda lost the physical one I had.

Speaker speaker_1: Okay. I can just send it- get it sent physically then.

Speaker speaker_2: Um, do you know what address it's gonna get-

Speaker speaker_1: Go ahead.

Speaker speaker_2: Do you know what address it's gonna get sent to?

Speaker speaker_1: Say that again, ma'am?

Speaker speaker_2: Do you know what address it's gonna get sent to?

Speaker speaker_1: The one that we have on file is 302 West 12th Street.

Speaker speaker_2: Okay. Yes. Okay, thank you.

Speaker speaker_1: No problem. Is there anything else I can help you with today, Ms. Courtney?

Speaker speaker_2: Um, no. Thank you.

Speaker speaker_1: Also please be advised it does take one to two weeks for the cards to get to you physically.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Have a good day.

Speaker speaker_2: Thank you. Have a nice day.

Speaker speaker_1: You too.