

Transcript: Malcolm

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Full Transcript

Can I help you? Hello? Uh, yeah. My, uh, job told me to call for my insurance card. It's been coming out of my, uh, paycheck, but I haven't got it yet. What staffing company do you work for? MAU. What's the last four of your social? 4292. First name? Leanne. L-E-A-N-N-E. Last name? Powell. P-O-W-E-L-L. And for security purposes, can you verify your address and date of birth for me? Address is 462 Trice Road, Lot 45, Milner, Georgia 30257. And you said my birthday, right? Date of birth. Mm-hmm. Uh, February 24th, 1999, 02/24/99. Thank you. So we got your phone number, 470-544-5703. Right, yeah. And I think your email is leannemarie3303@gmail.com? Right. All right, so you just need all your ID cards sent to you digitally? Yeah, that works. All right. Did you want me to get them sent physically as well? They probably, they probably got sent physically but never got to you 'cause <|sv|> ... with a lot number. Oh, okay. 'Cause there's not a lot number on Powell. Okay. Yeah, could you do both, digitally and, uh, physically? Yes, ma'am. Mind if I put you on a brief hold while I get those for you? Oh, yeah. That's fine. Thank you. Mm, are you there, Ms. Powell? Uh, I'm good. How are you? I'm doing good. So I just sent those ID cards to your email and I got, I put in a request for them to be sent physically. Okay. Awesome. Was there anything else I could help you with today, Ms. Powell? Uh, no. That was it. All right. Thanks for calling Benefits in the Card. I hope you have a great weekend. Thank you. You, too. Thank you.

Conversation Format

Speaker speaker_0: Can I help you?

Speaker speaker_1: Hello? Uh, yeah. My, uh, job told me to call for my insurance card. It's been coming out of my, uh, paycheck, but I haven't got it yet.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 4292.

Speaker speaker_0: First name?

Speaker speaker_1: Leanne. L-E-A-N-N-E.

Speaker speaker_0: Last name?

Speaker speaker_1: Powell. P-O-W-E-L-L.

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

Speaker speaker_1: Address is 462 Trice Road, Lot 45, Milner, Georgia 30257. And you said my birthday, right?

Speaker speaker_0: Date of birth. Mm-hmm.

Speaker speaker_1: Uh, February 24th, 1999, 02/24/99.

Speaker speaker_0: Thank you. So we got your phone number, 470-544-5703.

Speaker speaker_1: Right, yeah.

Speaker speaker_0: And I think your email is leannemarie3303@gmail.com?

Speaker speaker_1: Right.

Speaker speaker_0: All right, so you just need all your ID cards sent to you digitally?

Speaker speaker_1: Yeah, that works.

Speaker speaker_0: All right. Did you want me to get them sent physically as well? They probably, they probably got sent physically but never got to you 'cause <|sv|> ... with a lot number.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: 'Cause there's not a lot number on Powell.

Speaker speaker_1: Okay. Yeah, could you do both, digitally and, uh, physically?

Speaker speaker_0: Yes, ma'am. Mind if I put you on a brief hold while I get those for you?

Speaker speaker_1: Oh, yeah. That's fine.

Speaker speaker_0: Thank you.

Speaker speaker_1: Mm, are you there, Ms. Powell? Uh, I'm good. How are you?

Speaker speaker_0: I'm doing good. So I just sent those ID cards to your email and I got, I put in a request for them to be sent physically.

Speaker speaker_1: Okay. Awesome.

Speaker speaker_0: Was there anything else I could help you with today, Ms. Powell?

Speaker speaker_1: Uh, no. That was it.

Speaker speaker_0: All right. Thanks for calling Benefits in the Card. I hope you have a great weekend.

Speaker speaker_1: Thank you. You, too.

Speaker speaker_0: Thank you.