

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Com Benefits in the Card, this is Malcolm. How can I help you? Hey, Malcolm. Uh, I need a... I'm a member, and I, I think I have insurance with you, um, but I need to verify if I have my son, Zion Clinton, on your policy. All right. What staffing company do you work for? TRC. What's the last four of your Social? 5377. First name? Karen Clinton. You want mine or his? Yours. Karen. Can you verify your address and date of birth for me? Uh, I don't know if you have my old address. Uh, you got 4823 Lanita? Or do you have my new address, 1135 Bridgeville Lake, um, Circle, Apartment F, Greensboro, North Carolina, 27407? That's the one, that's the one we have on file. And your date of birth? Uh, 8/29/1973. Yeah. See, it looks like you have this... You have a Aiden Clinton- Uh-huh. ... and a Karen Clinton. Okay. All right. I appreciate that. No problem, Mr. Clinton. Was there anything else I can help you with today? Oh, that'll do it. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week now. All right. You too. Mm, bye-bye. Take care. Bye.

Conversation Format

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

Speaker speaker_1: Com Benefits in the Card, this is Malcolm. How can I help you?

Speaker speaker_2: Hey, Malcolm. Uh, I need a... I'm a member, and I, I think I have insurance with you, um, but I need to verify if I have my son, Zion Clinton, on your policy.

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

Speaker speaker_2: TRC.

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

Speaker speaker_2: 5377.

Speaker speaker_1: First name?

Speaker speaker_2: Karen Clinton. You want mine or his?

Speaker speaker_1: Yours.

Speaker speaker_2: Karen.

Speaker speaker_1: Can you verify your address and date of birth for me?

Speaker speaker_2: Uh, I don't know if you have my old address. Uh, you got 4823 Lanita? Or do you have my new address, 1135 Bridgeville Lake, um, Circle, Apartment F, Greensboro, North Carolina, 27407?

Speaker speaker_1: That's the one, that's the one we have on file. And your date of birth?

Speaker speaker_2: Uh, 8/29/1973.

Speaker speaker_1: Yeah. See, it looks like you have this... You have a Aiden Clinton-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... and a Karen Clinton.

Speaker speaker_2: Okay. All right. I appreciate that.

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

Speaker speaker_2: Oh, that'll do it.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week now.

Speaker speaker_2: All right. You too. Mm, bye-bye.

Speaker speaker_1: Take care. Bye.