

Transcript: Malcolm

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Full Transcript

Mexicom Benefits Center Card, this is Malcolm. How can I help you? Hey, I was calling to see if, uh, I can have my, uh, insurance information sent over to me? What staffing company do you work for? Uh, MAU. What's your last four of your social? 9562. First name? Prodigy. You said Prodigy? Yes, sir. Last name? Rauch, R-A-U-C-H. For security purposes, can you verify your address and date of birth for me? Oh, I, I don't know if mine got my mama... It might got my mama address on there. But, uh, 333 North Baltnei Fair Road. And your city, state, zip code? Saluda, South Carolina, 29138. Okay. And your date of birth? May 26th, 2002. Yes. We got your phone number, 803-580-1754. Yes, sir. And the email is prodigynrauch8@gmail.com? Yes, sir. So do you need your medical card or your dental card? Uh, can I get both? Yes, sir. You mind if I put you through before I get those for you? Yes, sir. Hey, how you doing, Mr. Prodigy? Yes, sir. Hey, so I'll need to send you a medical card via email. It looks like your den-... the provider for the dental is having issues with their website. I can give you their phone number directly, so you can call them and get your dental card information. All right. Whenever you're ready. You can do that. Right. So it's going to be American Public Life. Their phone number is 1-800-256- Mm-hmm. ...806, and you're gonna hit option four to speak with a representative. What was the last part? What was the last part again? 8606. Oh. 8606. I gotcha. And you wanna hit option four to speak with a representative. All right. Thanks. No problem, Mr. Prodigy. Was there anything else I could help you with today? Uh, no, sir. If there's nothing else, thanks for calling Benefits in the Cardo. Hope you have a great rest of your week. You, too. Thank you.

Conversation Format

Speaker speaker_0: Mexicom Benefits Center Card, this is Malcolm. How can I help you?

Speaker speaker_1: Hey, I was calling to see if, uh, I can have my, uh, insurance information sent over to me?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Uh, MAU.

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

Speaker speaker_1: 9562.

Speaker speaker_0: First name?

Speaker speaker_1: Prodigy.

Speaker speaker_0: You said Prodigy?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Last name?

Speaker speaker_1: Rauch, R-A-U-C-H.

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

Speaker speaker_1: Oh, I, I don't know if mine got my mama... It might got my mama address on there. But, uh, 333 North Baltnai Fair Road.

Speaker speaker_0: And your city, state, zip code?

Speaker speaker_1: Saluda, South Carolina, 29138.

Speaker speaker_0: Okay. And your date of birth?

Speaker speaker_1: May 26th, 2002.

Speaker speaker_0: Yes. We got your phone number, 803-580-1754.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email is prodigynrauch8@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: So do you need your medical card or your dental card?

Speaker speaker_1: Uh, can I get both?

Speaker speaker_0: Yes, sir. You mind if I put you through before I get those for you?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Hey, how you doing, Mr. Prodigy?

Speaker speaker_2: Yes, sir.

Speaker speaker_0: Hey, so I'll need to send you a medical card via email. It looks like your den-... the provider for the dental is having issues with their website. I can give you their phone number directly, so you can call them and get your dental card information.

Speaker speaker_2: All right.

Speaker speaker_0: Whenever you're ready.

Speaker speaker_2: You can do that.

Speaker speaker_0: Right. So it's going to be American Public Life. Their phone number is 1-800-256-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ...806, and you're gonna hit option four to speak with a representative.

Speaker speaker_2: What was the last part? What was the last part again?

Speaker speaker_0: 8606.

Speaker speaker_2: Oh.

Speaker speaker_0: 8606.

Speaker speaker_2: I gotcha.

Speaker speaker_0: And you wanna hit option four to speak with a representative.

Speaker speaker_2: All right. Thanks.

Speaker speaker_0: No problem, Mr. Prodigy. Was there anything else I could help you with today?

Speaker speaker_2: Uh, no, sir.

Speaker speaker_0: If there's nothing else, thanks for calling Benefits in the Cardo. Hope you have a great rest of your week.

Speaker speaker_2: You, too.

Speaker speaker_0: Thank you.