

Transcript: Malcolm

Nash-5308830690787328-5656008357527552

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Yeah. Uh, I got a text message that said I need to activate my card. Is this for a month... your money? Are you referring to money? Huh? Are you referring to a card with money, or are you referring to health insurance? Health insurance. Okay. What staffing company do you work for? BTSS. What's the last four of your Social? 0237. First name? Richard. Last name? Ortiz. For security purposes, can you verify your address and date of birth for me? Um, 25355 Cypress Avenue, Apartment 202, Hayward, California 94544. Phone number's 258-1099. I need your date of birth. June 1st, '66. You... So we got to get an email at ii4769@svcgloba.net? Yep. Thank you. So it looks like you already got enrolled, sir. You're just waiting for that first deduction to happen. Oh, okay. All right. Well, was there anything else I could help you with today, Mr. Ortiz? No. That'd be it. Thank you. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_2: Yeah. Uh, I got a text message that said I need to activate my card.

Speaker speaker_1: Is this for a month... your money? Are you referring to money?

Speaker speaker_2: Huh?

Speaker speaker_1: Are you referring to a card with money, or are you referring to health insurance?

Speaker speaker_2: Health insurance.

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

Speaker speaker_2: BTSS.

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

Speaker speaker_2: 0237.

Speaker speaker_1: First name?

Speaker speaker_2: Richard.

Speaker speaker_1: Last name?

Speaker speaker_2: Ortiz.

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

Speaker speaker_2: Um, 25355 Cypress Avenue, Apartment 202, Hayward, California 94544. Phone number's 258-1099.

Speaker speaker_1: I need your date of birth.

Speaker speaker_2: June 1st, '66.

Speaker speaker_1: You... So we got to get an email at ii4769@svcgloba.net?

Speaker speaker_2: Yep.

Speaker speaker_1: Thank you. So it looks like you already got enrolled, sir. You're just waiting for that first deduction to happen.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: All right. Well, was there anything else I could help you with today, Mr. Ortiz?

Speaker speaker_2: No. That'd be it. Thank you.

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