

## **Transcript: Malcolm**

**Nash-5389848760860672-5366292811399168**

### **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? Yeah, sure. My name is Keith Mills. I'm calling because I need to get a vision appointment and I'm not sure who I'm supposed to go through or how I'm supposed to use your benefits. I haven't received a card. What staffing company do you work for? Uh, it is DPC Workforce. You say a DPC? Yes, sir. Okay. What's the last four of your social? 8683. You said 8683? Yes, sir. First name? Keith. K-E-I-T-H. Last name? Mills. M-I-L-L-S. For security purposes, can you verify your address and date of birth for me? Date of birth is, uh, 06/29/1988. Uh, address you should have on file is, uh, 1011 8th Street, Stanton, Nebraska, Apartment E. Thank you, sir. Your phone number 402-705-9764? Yes, sir. And your email's keith.m.mills@gmail.com? Yes, sir. Thank you. You said you need your ID card sent to you? Yeah, I need to find a way to get, um, my vision checked so I don't know. You know, I haven't received a card from you or, or whomever, so... So have you received any of your cards? None of them. Okay. Do you mind if I put you through to my co-worker while I get those for you? Sure. Thank you. Are you there, Mr. Keith? Yeah, sir. All right. So I just sent you your ID... I just sent all your ID cards to your email. Okay. It should be from an info@benefitsandthecard.com. Okay. Did you want me to send a request for your cards to be sent physically as well? No. That'll, that'll be fine. All right. Well, was there anything else I can help you with today. Mr. Mills? No, that was it. All right. If there's nothing else, thanks for calling Benefits in the Card. Thank you. Have a great rest of your day, man.

### **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: Yeah, sure. My name is Keith Mills. I'm calling because I need to get a vision appointment and I'm not sure who I'm supposed to go through or how I'm supposed to use your benefits. I haven't received a card.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: Uh, it is DPC Workforce.

Speaker speaker\_1: You say a DPC?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. What's the last four of your social?

Speaker speaker\_2: 8683.

Speaker speaker\_1: You said 8683?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: First name?

Speaker speaker\_2: Keith. K-E-I-T-H.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Mills. M-I-L-L-S.

Speaker speaker\_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Date of birth is, uh, 06/29/1988. Uh, address you should have on file is, uh, 1011 8th Street, Stanton, Nebraska, Apartment E.

Speaker speaker\_1: Thank you, sir. Your phone number 402-705-9764?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And your email's keith.m.mills@gmail.com?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Thank you. You said you need your ID card sent to you?

Speaker speaker\_2: Yeah, I need to find a way to get, um, my vision checked so I don't know. You know, I haven't received a card from you or, or whomever, so...

Speaker speaker\_1: So have you received any of your cards?

Speaker speaker\_2: None of them.

Speaker speaker\_1: Okay. Do you mind if I put you through to my co-worker while I get those for you?

Speaker speaker\_2: Sure.

Speaker speaker\_1: Thank you.

Speaker speaker\_3: Are you there, Mr. Keith?

Speaker speaker\_4: Yeah, sir.

Speaker speaker\_3: All right. So I just sent you your ID... I just sent all your ID cards to your email.

Speaker speaker\_4: Okay.

Speaker speaker\_3: It should be from an [info@benefitsandthecard.com](mailto:info@benefitsandthecard.com).

Speaker speaker\_4: Okay.

Speaker speaker\_3: Did you want me to send a request for your cards to be sent physically as well?

Speaker speaker\_4: No. That'll, that'll be fine.

Speaker speaker\_3: All right. Well, was there anything else I can help you with today. Mr. Mills?

Speaker speaker\_4: No, that was it.

Speaker speaker\_3: All right. If there's nothing else, thanks for calling Benefits in the Card.

Speaker speaker\_4: Thank you.

Speaker speaker\_3: Have a great rest of your day, man.